InciWeb
Incident Information System

User's Manual

Using the Interagency Incident Information Website

Version 2.3

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Introducing InciWeb

Welcome to InciWeb, an Internet-based interagency incident information system. InciWeb offers an easy way for Public Information Officers (PIOs) and other communications team members to provide the most current information about wildfires, prescribed burns, floods, hurricanes, and other events to the public, news media, and other interested parties. It also provides a convenient way for both internal and external audiences to find updated, consistently formatted information about incidents happening all across the country in one place.

InciWeb is available for use by federal, state, and local government agencies to provide information about all types of incidents of any size. Many PIOs and other communications team members have found that posting quality, confirmed, and current incident information on InciWeb, and letting internal and external audiences know that they can find it there, significantly reduces the number of phone calls and emails they receive and must respond to. InciWeb can serve as the primary source of incident information, saving the communications team time and effort.

About the InciWeb User Manual

This manual is designed to serve PIOs and others responsible for communicating incident information to the public. The following is an overview of how this manual is organized:

Chapter 1 "Getting Started with InciWeb" includes the basics for navigating the InciWeb site and gives examples of the information that can be posted and how it can be easily shared with the media, municipalities, and the general public. This chapter is useful for those who maintain information on the site so they can be familiar with how it is presented. It is also useful to help those visiting the InciWeb site to find information about incidents.

Chapter 2 "Publishing Incident Information on InciWeb" describes the steps to take to sign in to the InciWeb Admin Server and add new incident information. The procedures are also applicable when updating information. This chapter explains how to work with the most commonly used types of incident information.

Chapter 3 "Doing More with InciWeb" describes additional features and options for enhancing the information posted on InciWeb. This includes ways to link your incident information to other websites, show relationships to other agencies, and publicize information about other organizations that may be involved with your incidents.

Chapter 4 "Managing InciWeb Accounts" covers tasks involved in managing user accounts, passwords, and additional resources accessible through the InciWeb site. This chapter also includes a description of tasks available to "superusers" who are granted unit management permissions on InciWeb.

This manual assumes you know how to work with Web-based forms and links, and use a pointing device (usually a computer mouse) and keyboard to copy, paste, and edit text online. If you are not experienced with these kinds of things and are anxious about working with an Internet website, do not worry. This manual will provide you with the information and instructions you need to work with the InciWeb system.

Additional Resources

The InciWeb site includes links to user documentation labeled **Help** in the footer section of the public InciWeb pages or a link labeled **Directions** on the InciWeb Admin Server pages.

The InciWeb Helpdesk is staffed by support people specialized in using InciWeb. You can contact them by email or you can contact them by telephone during their regular work hours. See the section "Resources for InciWeb Users" in the APPENDIX found in this manual.

Conventions Used in This Manual

To help clarify how to use the InciWeb system, the following typographic conventions are used in this manual:

Navigation links, labels, menu choices, and table headings displayed on the InciWeb pages are shown in **Arial Bold**. For example: **Closures**.

Internet addresses or URL's referenced in this manual are displayed in **Arial Bold sans-serif font**. For example: **http://www.inciweb.org/incident/1923/.**

Text that you enter into text boxes or other input fields in the InciWeb interface is shown in `Courier New font`. For example: `State Route 85 Reopened to Springfield`.

User-specific information, such as user names, passwords, email account information and agency contact information are shown in `Courier New Bold` enclosed with `<brackets>`. These items represent information specific to your account, agency, location, and activity and need to be replaced with the appropriate information. For example: `<your-email-address>`.

> Notes are displayed in offset text sections between paragraphs and highlighted with a light green-colored background.

User tips are found in text boxes along the margins of the manual and are highlighted in light blue

Chapter 1 Getting Started with InciWeb

This chapter presents an overview of the public side of the InciWeb application. InciWeb is designed to be accessible to anyone connected to the Internet. You can use this chapter to become familiar with how incident information is organized and displayed on the InciWeb site. You will want to be familiar with the Website both so you can more easily work with the system yourself and so you can direct other interested people to use the InciWeb site as a primary source for incident information.

As with most computer related tasks, it is often best to learn by doing. So you are encouraged to visit the InciWeb site to see what is there and how it works.

To be able to work with Inciweb, you will need a computer that is connected to the Internet equipped with a Web browser and a text editing program. In most cases, the agency you work for will provide this capability. Because InciWeb is a Web-based system, you do not need to have a particular type of computer or software programs. You do not need a particular Web browser. Internet Explorer from Microsoft® is the browser that most people are familiar with but you can also use InciWeb if you have Mozilla FireFox, Apple® Safari, Google® Chrome, or the Opera Web browser.

This section covers the organization and navigation of the InciWeb site for anyone visiting the website. Accessing these features does not require that you have an InciWeb account. The information is available to everyone with Internet access.

To view the InciWeb site:

1. Open a Web browser on a computer connected to the Internet

2. Enter the InciWeb URL (Web address) in the Web browser address box at the top of the Web browser screen:
   http://www.inciweb.org

3. After a few moments the InciWeb main page will be displayed. Figure 1 (page 4) shows an example of the InciWeb main page.

Figure 1. InciWeb Main Web page showing the Current Incident table.

InciWeb Page Layout

InciWeb is designed with a consistent page layout throughout. The page layout used for the main page shown in Figure 1 is the basic layout for most pages on the public side of InciWeb. This section gives an overview of the page layout and the common elements found in each section of the InciWeb pages. The pages displayed when you have an InciWeb login account and are adding and updating information on InciWeb are discussed in Chapter 2 and Chapter 3.

On the upper portion or header section of each page you can see the InciWeb logo and a **Select an incident** and **Select a state** menu boxes. Below these, you will see a page title bar with text that changes according to the page and incident you are viewing. The

InciWeb logo on every page also functions as a link you can click on to get back to the main page.

Below the page title bar is a line of words corresponding with types of incident information: **Incidents**, **Announcements**, **Closures**, **News**, **Photographs**, and **Maps**. These are navigational links to help access the different sections of incident information. An example of the page header section is shown in Figure . Guidelines for how to add and update information to these sections is discussed in Chapter 2.
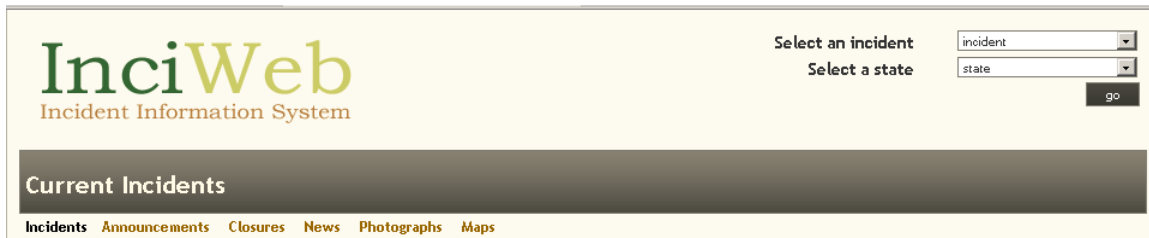
Figure 2. Example InciWeb header showing the InciWeb page logo, title bar, and text links to incident information sections.

Below the top section, the left portion of the page is the information display area. This area will show tables with lists of incident information or specific types of information that have been added to the incident record by the responsible agency. This includes information that you or your colleagues will add and update as you use InciWeb. Figure (page 6) shows an example of the information display area on the InciWeb pages. In this example, the table of current incidents is shown as it appears on the main InciWeb page.

Viewing **1-10** of **19** incidents sorted by **MODIFIED** in **DESCENDING** order.

« previous | **1** | 2 | next »

Sort this table by clicking a column header. Clicking the header a second time sorts the table in the opposite direction. You can view a specific incident by clicking the incident name.

Incident	Type	Unit	State	Status	Acres	Updated
Three Rivers Ranger District Prescribed	Prescribed Fire	Colville National Forest	Washington, USA	Active	0	6 days ago
Az Wildfire Incident Management Academy	Prescribed Fire	Prescott National Forest	Arizona, USA	Active	18	3/18/2010
Spring Prescribed Fires-Southern Nevada	Prescribed Fire	Desert National Wildlife Refuge Complex	Nevada, USA	Active	0	3/17/2010
No Name Peak Rx/ Pend Oreille County/ Ne	Prescribed Fire	Colville National Forest	Washington, USA	Active	0	3/10/2010
Trace East North	Prescribed Fire	Natchez Trace Parkway	Mississippi, USA	Active	133	3/5/2010
Trace East-South	Prescribed Fire	Natchez Trace Parkway	Mississippi, USA	Active	72	3/5/2010
Chickasaw Village Rx	Prescribed Fire	Natchez Trace Parkway	Mississippi, USA	Active	89	2/23/2010
Boyd Site Rx	Prescribed Fire	Natchez Trace	Mississippi	Active	62	2/22/2010

Figure 3. Example of the information display area showing the main Incident table.

Along the right-hand side of the page is a column of boxed sections. The number of sections, their titles, and the information displayed in them will vary depending on what information is being displayed in the main information area. For example, on the main page, the sections on the right side include a **Data Filter** box, **Recent Articles**, and two boxes of tools for sharing information from InciWeb in other Internet formats or "bookmarking" incident pages with popular Internet social networking services. These are labeled **Follow InciWeb** and **Share This**. An example of boxed sections on InciWeb pages is shown in Figure 2 (page 7).
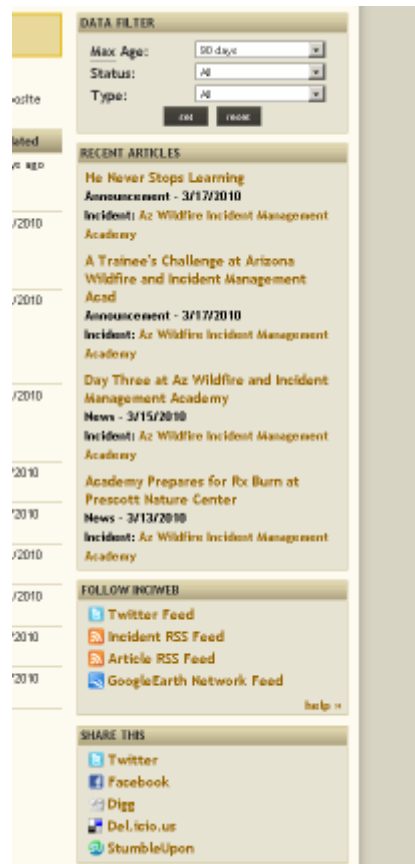
Figure 2. Example of the boxed sections in the right-hand column of InciWeb pages.

 When you view an individual incident record, additional sections are added to the column on the right side to include a box identifying the unit or agency responsible for the incident record and a box with contact information. If you are the PIO or the designated public spokesperson for the unit, your name and contact information would be displayed in this section for all incidents being managed by your unit.

Below the information display area and the right side sections is the page footer section. You may not see it displayed in your Web browser initially because it may be further down on the page. You can use the page scroll bar on the right hand edge of your browser window to shift the view to the bottom of the page. Alternately, some Web browsers respond to a scrolling wheel or track ball on the mouse. You may also be able to press the **Page Down** key on your computer keyboard to move down the page.

The footer section displays another line of text links that include **Links**, **Terminology**, **About This Site**, **Help**, **Disclaimer**, **Feeds**, and **Log In**. These are links to auxiliary pages on InciWeb, other related resources, a public disclaimer, and the link you will use to log into the InciWeb system to add and update incident information.
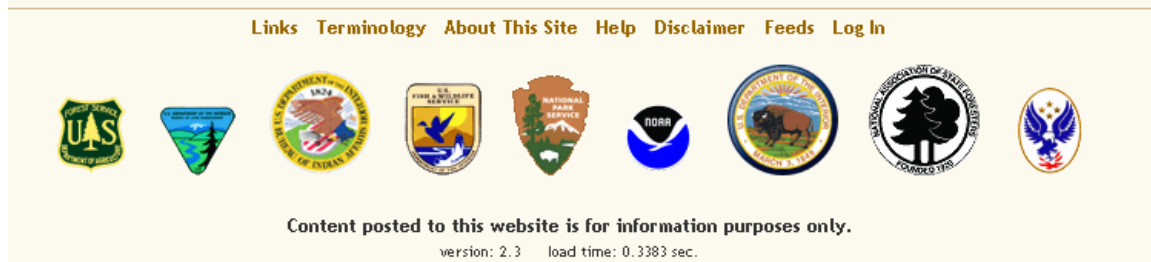
Figure 3. Example of the footer section of public InciWeb pages.

Below the footer links are logos for many of the incident response agencies that are approved to use the InciWeb system. Each of the logos is also a link to the agency's Fire and Aviation website. Moving your mouse cursor over an agency logo and clicking the mouse button will take you to the corresponding agency website (and away from InciWeb). You can use the back arrow button or command for your Web browser to return to InciWeb.

Most of the pages in InciWeb use this same page layout. That means you will always have access to the sections and links described above throughout the public side of the InciWeb site.

The next section gives an overview of how to get to different parts of the InciWeb site and how to find your way back to the main page.

Getting Around in InciWeb

As with most websites, you "navigate" or access different parts of the InciWeb site by clicking on links (also known as hyperlinks) displayed on each page. The main navigation links in InciWeb are displayed in gold-colored text. This is a visual indicator that tells you that you can view some other page by "following" or clicking on that link using the computer mouse or laptop touch pad. When you move a mouse cursor over any of these links, the link text will change to red. Do not be alarmed by the red color; it is not a warning or indication of an error. It is just a style choice made by the InciWeb designers.

After you click on a link and arrive at the related page, the link text you clicked on changes to black to indicate you are viewing the page you associated with the link shown in black letters. This is also a visual indicator you can use to know what page you are currently viewing. That can make it easier to find your way back to that page in the future.

Links within the **Current Incidents** table are also displayed as gold-colored text. When you move a mouse cursor over these table links, the text changes to a grey color and a light grey box is displayed around the link text. Otherwise, these links work the same as the other links on the InciWeb pages.

You do not need to worry about inadvertently changing someone else's work or making a mess of things on the public side of the InciWeb site. The InciWeb system is designed so that people visiting the site can view information but not change it. The steps you use to add to or change information on InciWeb are covered in Chapter 2 and Chapter 3.

Returning to the Main Page

As you navigate to different pages and areas in InciWeb, you may wonder how you can get back to the main page. On each page in InciWeb you will find the InciWeb logo in the upper left corner of the screen or page. On the public side of InciWeb, clicking on the logo always brings you back to the main InciWeb page. This is convenient if you feel you are "lost deep in the woods" on InciWeb and want to find your way home: just click on the logo and you will be brought back to the "Home" page. Then you can easily find your way to other pages on the site.

Breadcrumb Trails

Another useful navigation tool in InciWeb is contextual links added to each page called "breadcrumbs."   Much of the information on InciWeb is arranged in a hierarchical relationship that progresses from the general or summary level to more specific levels. For example, on the main page you can see a list of many incidents in different parts of the country. You use the links in the table to "drill down" into the details of particular incidents.

As you navigate into the pages of specific incidents, the InciWeb system builds a short trail of "breadcrumbs," or links that represent the sequence of pages leading to or the context of the page you are viewing relative to the main page. The breadcrumbs are displayed in the upper left side of the page just under the InciWeb logo.

As with other links on the site, you can click on the gold-colored links in the breadcrumb trail to go back to the applicable page associated with that link.

The breadcrumb or link farthest to the left in any breadcrumb trail is always the word **Incidents** and is a link back to the InciWeb main page. Along with the InciWeb logo mentioned above, this gives you another way to get back to the home page.

An example of a breadcrumb trail is shown in Figure 4 (page 10). In this example, as mentioned above, the word **Incidents** to the far left immediately under the InciWeb logo is a link to the main InciWeb page. The next breadcrumb, reading from left to right, indicates that you are viewing the context of the state of **North Carolina**. Clicking this link will take you to the Incident page for displaying all incidents for that state. The next breadcrumb link to the right shows that you are within the context of **National Forests in North Carolina**. The breadcrumb link on the far right shows the context of the current page being displayed. In this example, the **Stoney Fork** incident is being displayed. These breadcrumb links give users another useful way to navigate the InciWeb site.

 Below the InciWeb logo and the possible breadcrumb links, is a page title. The title bar is a dark brown color with the title text contrasted in off-white similar to the background color of the rest of the page. The title text displayed in the title bar is based on what page or information you have selected to view. This is often the text of the breadcrumb link on the far right.

Figure 4. Example of navigation "breadcrumbs" for an individual incident.

Viewing Incident Information on InciWeb

This section discusses how to navigate and view incident information using the links below the title bar and the links in the **Incidents** table.

Links to Incident Information Sections

Immediately below the title bar is another line of text navigation links. You can see these text links in Figure 4 just below the label **Stoney Fork**. These links include **Incident** (or **Incident Information**, depending on the context), **Announcements**, **Closures**, **News**, **Photographs**, and **Maps**. These information category links are displayed on each page on the public side of InciWeb. You use these links to view different types of information associated with incidents listed on the site.

Depending on what page or level of detail you are viewing, these section links will display the information for one or more incidents. For example, when you select to view an individual incident record, and then click on the **Photographs** link above the information display area, any photographs that were uploaded to that individual incident record are displayed. If you are at the main page and click on the **News** link, InciWeb will display a list of all the most recent news article titles, release dates, incident names, and an extract of text from the new article for all of the incidents currently displayed in the Incidents table.

Incidents Table Information and Links

The information display area on the main InciWeb page shows the **Current Incidents** table. By default, only ten incidents are displayed on the first page. During an active incident "season" this table is likely to include many more than ten active incident records. If the table of incidents extends to multiple pages, numbered page links will be displayed above the column headings of the table. These links will also include links labeled **Previous** and **Next**. Clicking on these links allows you to step through each page of incident listings.

The Table of Incidents includes a header row along the top that labels the content of the column below it. Table 1 lists the names and descriptions of the column headings and content in the Current Incidents table.

Table 1. Headings and description of incident information in the Incident table

Heading	Description
Incident	Displays the name given to the incident by the agency or other responsible organization that created the record. The name usually includes some reference to a geographical area.
Type	Indicates the category of the incident. In general, the categories indicate prescribed or planned incidents versus unplanned incidents.
Unit	Displays the name of the primary agency unit assigned to or responsible for managing the incident. This will generally also be the unit responsible for managing the InciWeb incident record.
State	Indicates the state where the incident is located.
Status	Displays the most recently recorded status of the incident. This will be either "active" or "inactive."
Acres	Displays an estimate of the number of acres affected by the incident.
Updated	Shows the most recent time or date on which the incident information was updated. This value is generated automatically by the InciWeb system.

Note: The number of columns displayed on the Incident Table will change according to the level of detail and context that you have selected to view.

You can see in the Incident table that only the **Incident**, **Unit** and **State** columns display gold-colored text links. The other columns display text in black or, in the case of the **Status** column, either red or green indicating if an incident is active or inactive.

> **Note:** The **Updated** field changes whenever a change is made to any portion of an **active** incident record. This may cause some confusion. For example, if a photo or map is added to an incident record after the incident status is changed to **inactive**, for example, but there is no other update to the status or other news of the incident, the **Updated** field may not be incremented to show the date the photo was added because the incident is no longer active.

Individual Incident Records

Each incident record includes six information sections. Each incident record can have information in any or all of the six sections, but how much information depends on the incident and on the availability of someone to add and update the InciWeb record.

The following briefly describes the six information sections associated with each incident record. The six categories correspond with the information category text links displayed immediately below the title bar (see Figure 4 on page 10). More information and guidance on what information should be added to these sections in included in Chapter 2, "Publishing Incident Information on InciWeb."

Incident Information

The **Incident Information** page is the main information page for all incidents. This page displays data from the Section 209 record for the incident. This page may also include a map generated by Google Maps of the area affected by the incident. An example of the Incident Information page is shown in Figure 5 (page 13). As with other pages in InciWeb, you may need to scroll down the page to see all of the information on the lower portion of the page.
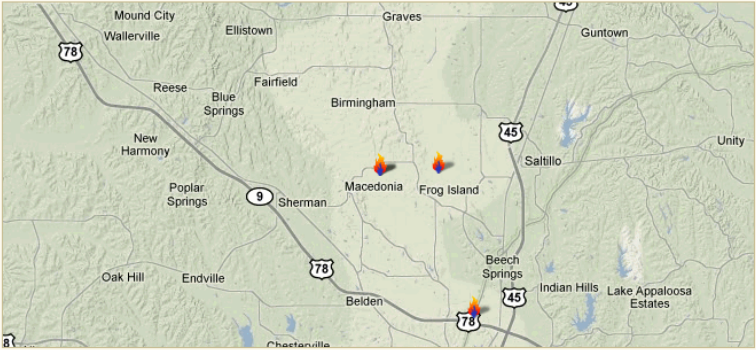
Figure 5. Example of an incident information page showing a map and ICS 209 information.

Announcements

The **Announcements** section is used to publish one-time communications related to the incident. This may include an announcement of a public meeting or other agency plans or statements you want to communicate to the public.

Closures

This section is used for posting information about areas, roads, or facilities that are closed because of the incident. This might include sections of highways or communities. If there are no closures related to the incident, this section will be blank.

News

The **News** section is used to publish news releases issued for reporters, editors, and the general public. News releases are official statements and usually are prepared by the unit the incident is on or by the incident management team.

Photographs

This section can be used to post digital photos related to the incident. These might include pictures of the crews working to control the incident, general and aerial views of the incident in progress, or photos of particular areas of interest such as a local landmark or buildings affected by the incident. While photos can greatly enhance an incident record, they are not required to create an incident record.

Maps

Maps can be posted for each incident showing areas affected by the incident. As with photos, maps help the public more fully understand the scope and impact of an incident but are not required in order to create an incident record.

Other Public Features in InciWeb

The following describes the other features available to visitors to the InciWeb site. This includes an explanation of how to use the links and features along the right hand side of the page.

RECENT ARTICLES

Below the **DATA FILTER** box in the right-hand column is the **RECENT ARTICLES** display box. On an incident page, the **Incident Contacts** box is between the Unit Information and Recent Articles boxes.

Recent Articles contains links for up to four news releases appropriate for the context being viewed. For example, when viewing the main InciWeb page, the four most recently published news release posts for all incidents are displayed in the **RECENT ARTICLES** box. If you are viewing incidents filtered to a particular state, the four most recent news release posts for all incidents within that state are displayed.

FOLLOW Links

Further down on the right-hand column is the **FOLLOW** box. The label for this box name changes depending on the page and context you are viewing. On the main page the box is labeled with **FOLLOW INCIWEB.** When viewing the incident table filtered to display all incidents for an individual state, the box will be labeled **FOLLOW THIS STATE**. When viewing an individual incident page, the Follow box is labeled, as you might guess, **FOLLOW THIS INCIDENT**.

The **FOLLOW** box includes icons and links to different data feeds generated by InciWeb. Feeds allow interested individuals and organizations to receive information about an incident without always having to navigate through the InciWeb site. For example, a local news agency can connect an RSS feed to a "widget" on their own website to display information that is posted on InciWeb directly through the news agency's website. By "subscribing" to a news feed, subscribers receive update-to-date incident information in a compact form simply by viewing the feed link in their own Web browser or feed reader. Figure 6 (page 15) shows an example of how an RSS feed might be displayed by a feed reader in a Web browser.

Figure 6. Example of an InciWeb RSS feed as viewed in the Mozilla FireFox browser.

Feed types include Twitter, RSS and Google Earth. More description and suggestions on how to use these features to communicate with the public are discussed in Chapter 3: "Doing More with InciWeb."

The **FOLLOW** box also includes its own **help** link in the lower right corner of the box. This link takes you to a page that explains how the feeds work and what your computer needs to be able to view feeds. The help page also has links for more detailed help for each of the feed types.

SHARE THIS Links

The **SHARE THIS** box on the lower right side allows any user to share InciWeb information on a particular social networking or bookmarking site. If a visitor has a Facebook account, for example, and want their friends to take note on an incident on InciWeb, they can use this feature to "share" the InciWeb incident page as a link on their Facebook page. Clicking on the **Digg** , **del.icio.us** or **StumbleUpon** links submits the page being viewed to these social networking information aggregator services. While the submission may never make it to the top as the most popular article on these sites, it does add an additional public link to the incident (and InciWeb) on the Internet.

Finding, Sorting, and Filtering Incident Reports

As noted previously, during an active incident or fire season, the number of incidents listed in InciWeb may become quite large. There are several ways that you can narrow the list of incidents being displayed in the Incidents table. The following describes how to use these features.

Incident and State Selection Menus

On the right-hand side of the header section at the top of each page in InciWeb there are selection menus. The top one is labeled **Select an incident** and the lower one is **Select**

a state. Each has a drop-down selection menu box to the right of the label. You can use these selection menus to navigate directly to an incident or to filter the incidents displayed to only those in a selected state. Clicking on the down arrow button (or small triangle symbol) on the right of the menu boxes will display a drop-down menu of choices. Click on the name of the incident you want to view or the state that you want to view and the item you selected will be displayed in the selection box. You must then click on the **go** button below the two boxes to submit the request. This will take you to the selected incident page or display a list of incidents for the state you selected. Figure 7 shows an example of the opened drop-down menu for the **Select a state** filter.
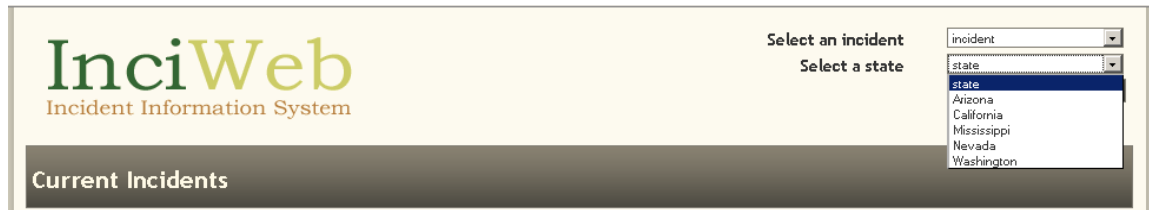

Figure 7. Example drop-down menu display for the Select a state filter option.

> **Note:** Incidents that are less than 50 acres in size are not listed in the incident tables unless you are viewing incidents for an individual agency unit. These smaller fires will not be listed in the tables for the national-level (main InciWeb incidents page) or state-level pages. However, all incidents, including those under 50 acres, are listed in the drop-down menu in **Select an incident** selection box in the upper right-hand corner of the page.

DATA FILTER Box

In the right-hand column of InciWeb pages you can find the **DATA FILTER** box. On the main or national incident display page and the pages showing incidents for an entire state, the **DATA FILTER** box is normally at the top of the right-hand column. On pages for an individual unit, the **DATA FILTER** box is displayed under the **UNIT INFORMATION** box. The **DATA FILTER** box is not displayed on individual incident pages.

There are three drop-down menus in the **Data Filter** box. They are **Max Age**, **Status**, and **Type**. You can use these filter options to have InciWeb display only those incidents that match the criteria you select. Table 2 describes the data filter options.

Table 2. Description of Data Filter options on InciWeb.

Heading	Description
Max Age	Limits the display of incidents to match the maximum age (in number of days) selected. The default is `90 Days`.
Status	Filters incidents based on their last reported status. The choices are `Active`, `Inactive`, or `All`

Type	Indicates the category of the incident. In general, the categories indicate prescribed or planned incidents versus accidental and unplanned incidents.

The following are the steps to use one or more of the **Data Filter** options.

To set and activate a data filter

1. In the **Data Filter** box, click on the drop-down menu arrow at the right-hand end of the filter criteria input field you want to use. This will display the selection menu for that filter option.

2. Select the desired filter criteria from the drop down menu. The filter criteria field will be updated with your selection.

3. Press the **set** button in the lower portion of the **Data Filter** box. In a few moments, the InciWeb page will refresh and display incident information that matches your selected criteria.

> **Note:** Once a filter criteria has been set in the data filter box, that criteria is applied to each view or page that you request while you are on the InciWeb site. The filter criteria remain active until the data filter is explicitly reset. This may cause InciWeb to not display information you are expecting to see otherwise. If you are not seeing information you are sure should be displayed, check the data filter options that are active or click the **reset** button in the lower right-hand side of the **DATA FILTER** box to set the filter criteria back to the default setting.

Once selected, a data filter will be applied to all the other InciWeb pages you request. You use the following steps to cancel data filter criteria and display the default InciWeb content.

To reset or cancel data filter criteria

1. In the **Data Filter** box, click on the drop-down menu arrow at the right-hand end of the filter criteria input field you want to reset or cancel. This will display the selection menu for that filter option.

2. For the **Type** and **Status** filter options, click on the `All` option in the selection menu. For the Max Age filter option, the default setting is `90 days`. Find and click on this item in the selection list to cancel other maximum age criteria.

3. Press the **set** button in the lower portion of the **Data Filter** box. In a few moments, the InciWeb page will refresh and display the default (unfiltered) incident information.

Chapter 2 Publishing Incident Information on InciWeb

Chapter 1 provides an overview of how visitors to InciWeb can find incident information. As a PIO or communications team member, you will want to be able to add and update incident information for which you have responsibility. This chapter describes the steps you use to add and manage the most commonly used categories of incident information. To do this, you will need access to the InciWeb Admin Server interface. The InciWeb Admin Server is a separate portion of the InciWeb system that is used to add and update incident information. The information you enter using the InciWeb Admin Server can then be displayed to visitors to the public InciWeb site as described in Chapter 2.

Using an InciWeb Login Account

Before you can create a new incident report or update an existing report, you will need to have an active InciWeb login account. The following are the steps you use to setup and request activation of a new InciWeb account.

To request an InciWeb login account

1. Learn who is an InciWeb superuser or account manager for your unit. If you have been asked to manage incident records for multiple units, you will need to contact a superuser for each unit for which you will be managing incident information. To get help in identifying a superuser for your agency or unit, you can call the Fire Applications Helpdesk at one of the following telephone numbers:

    1-800-253-5559
    InciWeb,58
    1-208-387-5290

    Alternately, you can send an email to `fire_help@fs.fed.us` and request an InciWeb login account. The Helpdesk will be able to identify who the account manager is for the agency. You will need to provide them with your email address so that they can send your account login information to you.

2. After requesting an account, you will need to check your email periodically until you receive an email confirming the activation of your InciWeb login account.

3. Once you have received an email confirming that your account has been created and activated, make a note of the username that has been assigned to your account and the temporary password created for you in the email message. The temporary password will be a string of 12 random characters and numerals.

Once your account has been activated, use the following steps to login to InciWeb and set up your account profile.

To login and setup a new InciWeb account profile

1. Open a Web browser on a computer connected to the Internet

2. Enter the InciWeb URL (Web address) in the Web browser address box at the top of the Web browser screen:
   http://www.inciweb.org/

3. When the InciWeb main page is displayed, scroll to the bottom of the page in your Web browser.

4. Click on the words **Log In** at the right hand side of the navigation links immediately above the agency logos in the footer section of the page. In most cases, this will cause a new browser window or new browser tab to open in the Web browser in which the Login page for the InciWeb Admin Server is displayed.

5. Enter your username into the **User Name** text box indicated on the login page. You do not enter your password on this first page. Click the **login** button on the left side of the page under the username text field. A new page with a Warning statement will be displayed.

   > **Tip:** You can open the InciWeb login page directly by entering the following address in your Web browser:
   > **https://inciweb.nwcg.gov/?page=login**
   > Bookmarking or adding this to your Favorites in your Web browser will make it easy to return to the login page in the future.

6. If this is your first time logging into your account, be sure to read the warning so that you understand your obligations and risks. You must agree to the terms stated in the warning to be able to use the InciWeb system each time that you log in to the system. Figure 8 (page 20) shows an example of the login Warning page.

7. If you accept the terms as outlined, click the **accept** button below the lower left-hand side of the text box to continue. The next screen displayed will be the password entry screen. Enter your password into the text box provided and click the **submit** button to continue.

Figure 8. Example of the login Warning page for the InciWeb Admin Server.

> **Note:** InciWeb passwords are case-sensitive. This means that they must be entered using the same letter case – upper or lower - as when the password was created. If you believe you are entering your password correctly but cannot login, check to see if the Caps Lock key is set on your computer keyboard. It is recommended that the Caps Lock be turned OFF when entering your password. To enter an upper-case letter, use the Shift key when necessary.

8. If this is the first time you are logging in, or if you had your password reset by the InciWeb Helpdesk, you will need to change your password in the next step. If you have already made this change during a previous login, you can skip the following steps about changing your password and continue to the section titled "The Unit Home Page."

> **Note:** If it has been several months since the last time you logged into InciWeb, you may be required to reset your password. The password security policy used for InciWeb requires that user passwords be changed every 60 days. The steps you use to change an expired password will be the same or similar to the steps shown below.

If you are required to change your password, a page similar to the one shown in Figure 9 (page 21) will be displayed.

Choose a password that will be reasonably easy for you to remember but difficult for others to guess. Click inside the text box to the right of the Password label and enter a new password. Click inside the text box to the right of the Confirm label and enter the new password again, exactly as you entered it in the first box above.

> **Note:** For security reasons, passwords for InciWeb must be 12 characters long. The password must also include at least one or more lower-case letters, one or more upper-case letters, one or more numerals, and one of the following symbols: ! % & * # @. Do not include part or all of your user name in your password. There are also restrictions on using words that can be found in a dictionary.

If it is your first time logging into the InciWeb Admin Server, you will also be asked to enter some more information to set up your InciWeb user profile. The steps you use to enter this information are described in the following section.

Figure 9. Example of the page for changing your InciWeb login password.

Editing Your InciWeb User Profile

Your InciWeb user profile is used for administrative and security reasons. It also provides contact information that other InciWeb users might use when they need to communicate with you about incidents and InciWeb. If you are logging into the InciWeb Admin Server for the first time, your user profile page will be presented to you. Figure 10 (page 22) shows an example of the page for updating your profile. You can then verify the information that is already in the record and add addition information such as contact telephone number, the agency you are working for, a mobile phone number, etc. Items that are marked with a red asterisk symbol are required fields and cannot be left blank.

You must update your profile before proceeding.

Personal Information

First Name *   Don

Last Name *   Morris

User Name *   DMorris@fs.usda.gov

Unit and Team Information   Edit Your Profile

Unit

Position

Team

Contact Information

Work Phone

Mobile Phone

Agency Email Address *   DMorris@fs.usda.gov

Alternate Email Address

IM Account #1

Figure 10. Example of the page used to update your InciWeb profile.

Selecting a Security Question

You will also need to select a security question and provide an answer. This is an additional security measure used in case that you forget your password and need to request a new password. Near the bottom of the page used to edit your profile are two text boxes. One is for selecting a security question from a list of predefined questions. The box below it is where you enter your answer for the question you select. Figure 11 (page 23) shows an example of the drop-down menu you use to select a security question with the list of question choices displayed. Select the security question that you are most likely to remember the answer to if asked in the future. Enter your answer to the question in the **Security Answer** text box.

When you have finished updating your profile information and have selected a security question and answer, click on the **save** button in the lower left-hand corner of the page. The User Profile is displayed. You are then ready to create new incident records or update existing records.

Figure 11. Example of the Security Question selection menu.

The Unit Home Page

Similar to the public-facing pages of InciWeb, the Unit Home page has text navigation links in the header section of each page. You use these links to add new incident records, find unit superusers, or access and edit different sections of an existing incident record. Before you start to work with incident information, check to see what unit you are currently logged into. The unit name should be displayed in the upper right-hand corner of the page near your name.

Selecting an Agency Unit

InciWeb allows an individual user to be assigned permissions to add and update incident records for more than one agency and unit. By default, the unit home page displayed will be for the unit your account was associated with when it was created. The name of the unit associated with the incidents displayed in the Unit Home is shown in the upper right-hand corner of the page under your name. To view the unit home pages of other units you may be authorized to update, click on the unit selection box in the upper right-hand corner of the page and select the unit name for the other unit you will work with from the drop-down menu. The Unit Home page for that unit will be displayed.

> **Note:** If you work with incident records for more than one unit, be sure you have selected the correct unit before creating a new incident record.

Unit Home Page Layout

Below the header section on each Unit Home page is a table listing the most recent incident records entered for the unit you are viewing. Just above the table heading row is a block area that displays the total number of incidents currently in the system for that unit.

The columns in the incident table on the Unit Home page are divided in two sections. The first column on the left-hand side is the **Incident** name column. This column displays the name given to the incident or, in the case of a long name, the first words of the incident name. This column also includes the date and time when the incident record was most recently updated. An example of a Unit Home page is shown in Figure 12.

Figure 12. Example view of the Incident table of the Unit Home page.

The other columns on the page are grouped under the **Manage Data** section. Each incident record includes a row of text links you use to view, add, or edit incident information based on the text label in each column. Table 3 gives a description of the categories of information that can be included as part of an incident record.

Table 3. Incident record information categories.

Heading	Description
209 Data	The primary section for information about an incident. Allows most information from ICS form 209 to be made available as part of the incident record.
Contacts	Provides at least one contact person or entity that can provide more information about the incident and the responsible agency unit.
Summary	A section for a text summary you create for the incident.
Articles	A section for public announcements, news releases, and closure notices relative to the incident.
Images	Used to upload and manage photographic images, diagrams, and maps related to the incident.
Links	A section for creating links from the incident record on InciWeb to other web pages on the Internet. This is covered in more detail in Chapter 3.

Cooperators	A section for indicating any incident response cooperators, if there are other agencies involved. This is covered in more detail in Chapter 3.
Boundaries	Used to indicate if the incident crosses the boundaries of more than one agency. This item is discussed in Chapter 3.
Tweets	Allows management of incident information posted through InciWeb to Twitter. This optional capability is covered in more detail in Chapter 3.
Groups	Used to associate an incident with a group or related incidents. This item is discussed in Chapter 3.
Redirect	Used to redirect users from one incident record to a related incident or an incident record entered in a neighboring unit. This option is covered in more detail in Chapter 3.

The following section describes how to work with the first five types of information in the first five columns of the Unit Home. The other items in the list are discussed in Chapter 3 "Doing More with InciWeb."

Creating a New Incident Record

Before you create a new incident record in InciWeb, you will need the basic information normally found on the ICS Form 209. If you do not have this form, be sure to contact the incident commander or unit manager to obtain the official name being used for the incident, the incident type, and the primary public contact for incident information. If possible, you should have the most current ICS Form 209 available or gather as much information about the incident as you can. Once you have this information, use the following steps to create a new incident record in InciWeb.

To create a new incident record

1. If you are not logged into the InciWeb Admin Server, log in using the procedure described before. After you log in, the Unit Home Page will be displayed.

2. On the Unit Home page, click on the **Add a NEW Incident** link above the incident table and below the unit name. A confirmation dialog box will be displayed asking you to confirm your choice to record a new incident associated with the unit you have selected. The name of the unit that is currently selected is displayed in bold letters in the text of the warning. An example of the confirmation block is shown in Figure 13 (page 26). In this example the name of the unit is the **InciWeb Practice Site**.

Note: It is important that you have official information for an incident and that you associate a new incident with the correct agency unit. Once you have created the record, you do not have the privileges to delete it.
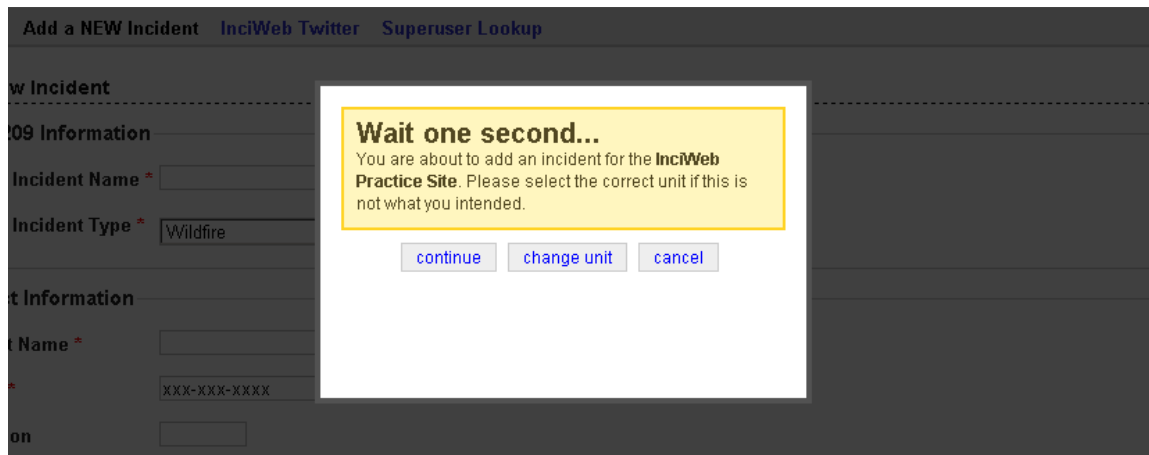

Figure 13. Example of the Confirmation dialog box displayed when adding a new incident record.

3. If you are ready to proceed, click the **continue** button in the dialog box. If you have started this process from the wrong unit home page, click the **change unit** button in the dialog box. If you are not ready to create a new incident record, click the **cancel** button to return to the Unit Home page. When you click to continue, the Add a New Incident page is displayed. An example of the Add a New Incident page is shown in Figure 15 (page 28). The Add a New Incident Page section below describes the fields used on this page.

4. When you have filled in the required fields and added any additional information to the form, click the **add** button on the lower left corner of the page to create the incident record. A new page is displayed confirming that your incident has been added and an incident directory structure has been created for your incident in the InciWeb system.

5. Click the **Continue** button on the confirmation page. A page displaying the 209 Data for the new incident is displayed. You can add more information to the incident record by clicking on the **edit** button above the left side of the table displaying the 209 data. This will display the Edit 209 Information form described in the section "Adding More 209 Data" on page 29. If you are not ready to enter more information about the incident, you can click on the **Unit Home** link on the upper left-hand side of the page to return to the Unit Home page. The Unit Home page displays a new row with the name of the incident you created. InciWeb automatically adds an **updated** time and date to each active incident record based on the Central Time Zone in the United States (the **updated** time and date are not incremented for incident records with an inactive status).

Figure 14. Example of the confirmation page displayed when adding a new incident.
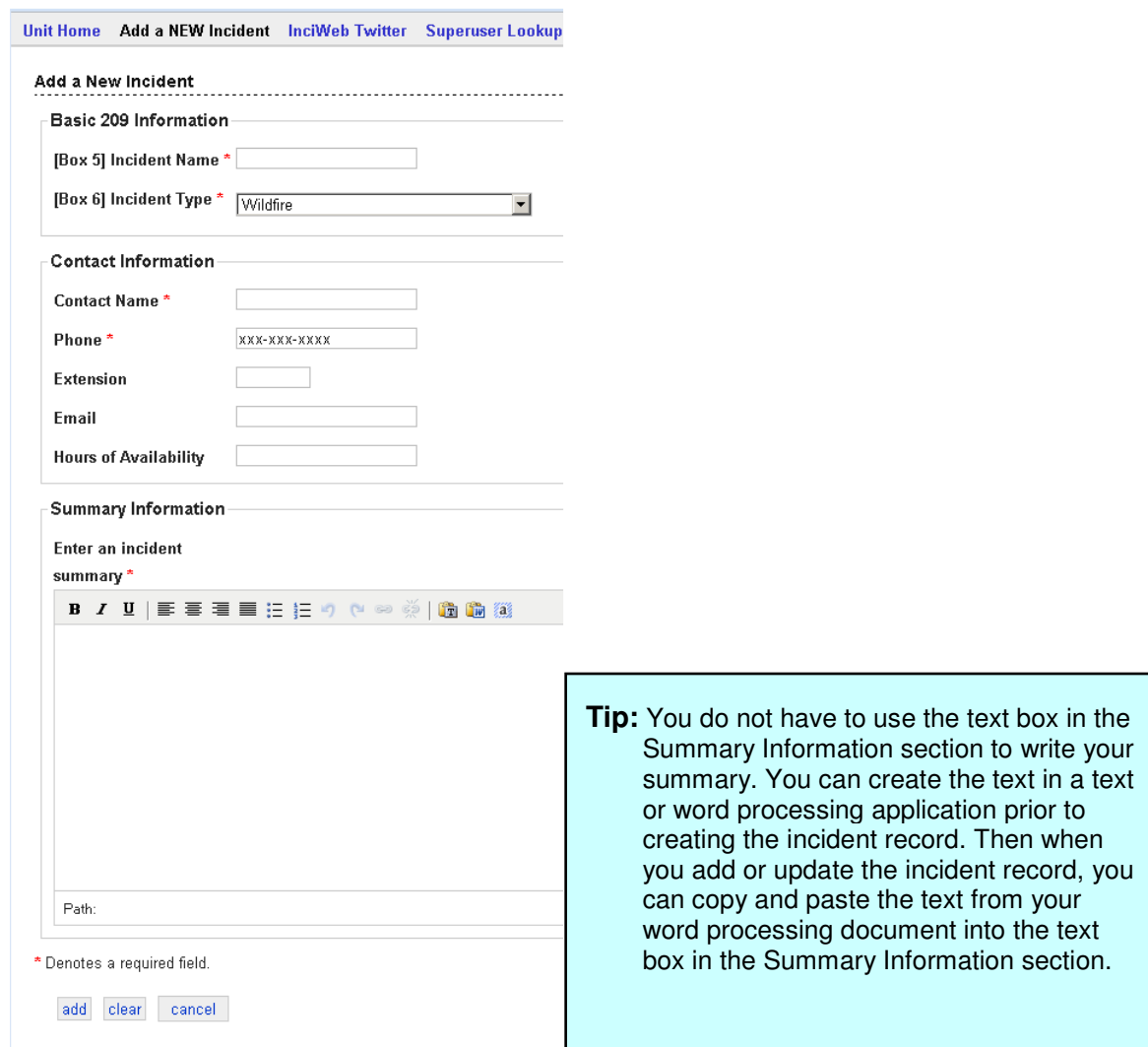
The Add a New Incident Page

The following describes the Add a New Incident page and the information you enter on it. An example of the incident table displayed on the Unit Home page is shown in Figure 15 (page 28).

The Add a New Incident page has three sections: **Basic 209 Information**, **Contact Information**, and **Summary Information**. The items marked with red asterisks indicate the minimum amount of information that must be filled in before the incident record can be created. These include the incident name and type of incident as recorded in the ICS Form 209, the primary contact person for information about the incident and a contact phone number, and a summary statement about the incident.

The Contact Information should be the public information office or officers you want other agencies, the public and reporters to call for more information about the incident. The name you enter in this field will be recorded as the Primary Contact and will appear on every page related to the incident on the public InciWeb pages (see the right-hand column of the page shown in Figure 5 on page 13). You may also include an email address for the primary contact. Visitors to the InciWeb site will be able to click on the email link and create an email message from their computers.

The Summary Information should be a general statement describing the type of incident, the time frame that the incident is active, locations and areas impacted by the incident, agencies involved in responding to or managing the incident, actions being performed as part of the incident, etc. You can edit and update the summary as the incident progresses or changes. When you do so, the previous summary statement will be overwritten with the new content.

Once an incident record has been created in InciWeb, a new row is added to the Incident table on the Unit Home page. As described before, this row includes text links you use to add and update different categories of information about the incident. See Table 3 (page 24) for the list of links in each row of the incident table.

Figure 15. Example of the form used to add a new incident record.

Note: The Summary Information section is not intended for posting news releases or public announcements or other time-dependent information about the incident. You can add these types of information in the applicable sections after the incident record is created.

When you add a new incident record, the information you enter is added to the ICS Form **209 Data**, **Contacts**, and **Summary** sections of the record. These are the first three categories of information for each incident. This following describes how you can update or add more information to these sections and how to work with the **Articles** and **Images** sections of an incident record.

Adding More 209 Data

The Incident Status Summary, Form ICS-209, includes more information than just the name and type of incident that is required to create a new incident record. It should also include the date of origin, cause, date of estimated containment, specific location information, the size of the area affected, weather conditions, and other information. The steps to add more information to the 209 Data section are described below.

To add 209 data to an incident record

1. While logged in to the InciWeb Admin Server on the Unit Home page, find the row with the incident name to which you want to add the 209 data in the table of incidents.

2. In that same row click on the **209 Data** text link to the right of the incident name. The 209 Data page is displayed. Figure 16 (page 30) shows an example of more 209 data entered into an incident record.

3. Click on the **edit** button above the top left corner of the 209 data display to add more data or update the existing 209 data. The 209 Data Entry form is displayed.

4. Enter or edit the 209 data using the text boxes in the 209 Data Entry form. The form includes box number references that correlate with the labeled boxes on the ICS Form 209.

   > **Note:** When you enter longitude and latitude information into the applicable fields of the 209 Data Entry form and update the data, a Google Earth map will automatically be generated and appear on the public side of your incident's main InciWeb page based on the coordinates you enter.

5. Once you have entered the information you want to include, click on the **update** button below the lower left corner of the 209 Data Entry form. The 209 Data page is displayed with the updated information.

6. Click on the **Unit Home** text link in the upper left side of the page to return to the Unit Home page.

Figure 16. Example of ICS Form 209 data entered as part of an incident record.

Managing Incident Contacts

In some cases, there may be more than one contact point or person for an incident. From the Unit Home page, you can click on the **Contacts** link for the incident record you are working with to view the Manage Contacts page for that incident. The Manage Contacts page includes a table listing the contacts entered for the incident. The table includes text links that you use to **View**, **Edit**, **Copy** or **delete** contact information (if more than one contact is defined). Figure 17 (page 31) shows an example of the Manage Contacts page. You can add more contact information to an incident record using the following steps.

To add or edit incident contacts

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Contacts** text link in the row of the incident record to which you are adding contact information. The Manage Contacts page is displayed.

2. On the Manage Contacts page, click on the add button above the upper left corner of the contact list table. The Add Contact page is displayed. To edit an existing contact, click on the **Edit** link in the row to the right of the contact name.

3. Enter the name and primary phone number for the new contact person or contact number for the applicable unit office in the text fields indicated. As with other sections, the fields marked with a red asterisk indicate the minimum required information. Enter or update other contact information as applicable.

4. Click the **add** button on the lower left side of the page to add the contact information to the incident record. If you are updating contact information, click the **update** button. The new information is added and the Manage Contacts page is updated.

Massakota Ridge

Unit Home 209 Data **Contacts** Summary Articles Images Links Cooperators Boundaries Tweets Groups Redirect

Manage Contact Information for "Massakota Ridge"

add   help

View		Manage			
J C Oakes	*Primary Contact*	Edit	Copy	Locked
Sharon Williams	Make this the primary	Edit	Copy	Delete

Figure 17. Example of the Manage Contacts page for an incident record.

In some cases, the primary contact for an incident may need to be changed. This could be because of the size of the incident, management team changes, changes in the availability of personnel, or other reasons. The primary contact name is displayed on all public-facing InciWeb pages for the incident. You can change the primary contact using the following steps.

To change the primary contact for an incident

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Contacts** text link in the row of the incident record to which you are adding contact information. The Manage Contacts page is displayed.

2. On the Manage Contacts page, the current primary contact is listed at the top of the contact list table. Other contacts are listed below this. Find the contact who you want to make the primary contact for the incident. If necessary, enter the new contact person using the steps in the section above.

3. In the column to the right of the contact name, click on the **Make this the primary** text link. The contacts list table is updated and the new primary contact is moved to the top row of the list. The new contact will now be displayed as the primary contact on the public InciWeb site.

When an incident is changed from active status to inactive status in InciWeb, the point of contact automatically reverts to the first contact added when the incident record was created.

Working with the Articles Section

The Articles section of an incident record includes three types of information: news releases, announcements and closure information. News releases are generally for updating your audience on the progress of an incident. This may include the latest actions performed, changes in resources allocated to the incident, estimates on incident control and resolution, etc.

Announcements are intended for one-time information about planned activities relating to the incident. This may include announcing an evacuation order, announcing a prescribed burn event in advance of the action, announcing the availability of a resource for those affected by the incident, or announcing a neighborhood meeting regarding the impact of an event.

Closures are used to provide information on the closure of roads, buildings, services, and other areas of public access impacted by the incident. This might include trails, camping sites, or other recreational facilities. Closure articles may include information on alternate routes or resources that will be available.

Each type of article can include links to one or more files or documents related to the article that you upload to the InciWeb system. File that you upload and associate with articles can be accessed by visitors to the incident pages on the public InciWeb site. Likewise, you can add one or more links to Web pages inside or outside the InciWeb system that may contain information of interest.

You manage articles for incidents in much the same way as for other categories of information. From the Unit Home page, find the incident name and click on the **Articles** text link in the row to the right of the incident name. This displays the News & Announcements page with a table showing the current article list. An example of the News & Announcements page is shown in Figure 18.

Figure 18. Example News & Announcements page showing the article list.

Use the following steps to add a new article to an incident record. The steps are the same for adding a news release, announcement, or closure notice.

To add a new article to an incident record

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Articles** text link in the row of the incident record to which you are adding an article. The News & Announcements page is displayed.

2. Click the **add** button above the upper left corner of the article list table. The Article Information input form is displayed. To edit an existing article, click on the **Edit** link in the row to the right of the article title.

3. Click on the selection box to the right of the **Type** label to open the drop-down menu. Select the type of article you are adding: `Announcement`, `Closure`, or `News`.

4. Enter a text title for the article in the text box to the right of the **Title** label.

5. In the **Article** section on the lower part of the page, type in or copy and paste the text content of your article into the text editing box.

6. Click on the **add** (or **update)** button on the lower left side of the page. The Article Details page is updated. The article title and content is added to the incident record.

At this point, you may choose to navigate back to the Unit Home page, view the Article list page (by clicking the **article list** button) or use the other features on the Article Details page as described in the following section.

The Article Details Page

The Article Details page is used to view the details of an article. You use the buttons above the article details to edit, highlight, or delete articles. You can also add and manage file attachments and Web links (hyperlinks) you want to associate with an article or incident. Uploading a related file can be a useful way of sharing information created by another organization that may be related to the incident you are managing. Similarly, other organizations or agencies may have incident related information posted on a Web page. A link to that Web address can be a quick and convenient way for InciWeb visitors to access that related information.

The Article Details page is displayed when you add or save changes to an article or when you click on the article name in the **View** column of the articles list of the News & Announcements page. Figure 19 (page 34) shows an example of the Article Details page for an article with a related file attachment and Web link.

> **Tip:** You do not have to use the text box in the Articles section to write your article. You can create the text in a text or word processing application. Then you can copy and paste the text from your word processing document into the text box in the Article section.

Figure 19. Example view of the Article Details page.

There may be cases where you receive files with information relating to an incident from another group or organization. As an alternative to copying and pasting the file content into your incident record, you can upload the document as part of an article. Depending on the source and nature of the document, adding the document as a file may be a better way to avoid duplicating work or possible copyright issues.

Before you can upload a file as an attachment to an article you must first create the article record. If the file you want to upload contains all of the information you want to make available, your article text can simply refer visitors to the related file attachment. When you upload the file, a text label link will be included with the article that visitors can click on to view the file contents.

The following section describes the steps you use to upload a related file as an attachment to an article.

To upload a related file to an article

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Articles** text link in the row of the incident record to which you are adding a file attachment. The Articles list page is displayed.

2. In the Articles list table find the name given to the article in the first column on the left. Click on the article name. The Article Details page is displayed.

3. In the right-hand half of the page, find the **Related Files** label and click on the **upload** button below the title bar of this section. The main part of the page is darkened and the **Upload a related file** dialog is displayed.

4. Click on the **Browse** button on the right-hand side of the **Select your file** text box. A file upload browser window will be displayed showing files on your computer. Find the file you want to upload, click on the filename once to highlight it.

5. Click the **Open** button in the lower right corner of the Choose File to Upload dialog box. The dialog box closes and the **Upload a related file** dialog text box is updated to show the directory path to the file you selected on your computer.

6. Enter a descriptive label for the file in the **Link label** text box. In most cases it can be the title of the document.

7. Click the **upload** button below the text entry boxes to upload your file. The Article detail page is updated and a new row is added under the Related Files section. The row contains the filename, the text label assigned to it, the name of the person who uploaded the file, and a **Delete** text link to remove the file from the article.

> **Note:** Depending on the size of the file you are uploading and the speed of your network connection, it may take up to 30 seconds or more to upload the file. Files uploaded to InciWeb should not be more than 2 megabytes in size (may be displayed as 2,000 KB or greater on some computers).

As with related files, there may be a related website on the Internet (or even another incident record within InciWeb) that provides more official information relating to an incident. You can add a link to an external resource and associate it with an article. The following section describes the steps you use to add optional related links to an article or incident.

To add a related link to an article

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Articles** text link in the row of the incident record to which you are adding a file attachment. The Articles list page is displayed.

2. In the Articles list table find the name given to the article in the first column on the left. Click on the article name. The Article Detail page is displayed.

3. In the right-hand half of the page, find the **Related Links** label and click on the **add** button below the title bar. The main part of the page is darkened and the **Article related link** dialog box is displayed.

4. Copy and paste the Internet address for the link into the **URL** text box. If you are viewing the Web page you want to link to the article in a separate Web browser window, you can copy the Web page URL from the address box along the top of the Web browser window. If the URL link is in an email message or other document, you can copy the URL from that document and paste it into the **URL** text box.

> **Note:** The characters `http://` that appear in the URL text box are a prompt for the prefix of the Web URL that should be entered in this text box. When you copy and paste a Web URL that includes these characters already, you can replace the characters in the text box with the complete URL you have copied. Otherwise, paste your Web URL after the `http://` prefix. Check the result to see that the prefix does not appear twice in the **URL** text (for example, `http://http://www.weather.gov/`). If necessary, remove one set of the prefix characters.

5. Enter a descriptive label for the URL in the **Link label** text box. If the URL represents the website of an organization, you can include that information in the label. For example, `Dayton County Web Page`.

6. Click the **add** button below the text entry boxes to add the link. The Article detail page is updated and a new row is added under the **Related Links** section. The row contains the text label assigned to the link, the name of the person who added the link, and a **Delete** text link to remove the link from the article.

Highlighting Articles on InciWeb

In some cases an incident record may have more than one article associated with it. You can highlight a particular article on the public home page for your incident so that visitors can more easily find the most current information. Use the following steps to highlight an article on the public InciWeb page for the incident.

To highlight an article on the public InciWeb site

1. From the Unit Home page, go to the News & Announcements list page for the incident by clicking on the **Articles** text link. The News & Announcements list page is displayed.

2. Find the row with the article you want to highlight. Click on the text **Click to highlight on home** in the right-hand column of the articles list table. The list table is updated.

3. When an article is selected for highlighting, the text link in the News & Announcements list page changes to **Click to remove from home**. You use this link to remove an article highlight. The selected article will also be displayed in a more prominent location on the Recent Articles section on the public InciWeb site.

Working with Images in InciWeb

Photographs are often a very effective way to communicate information about an incident. Photos may include images of areas affected by an incident as well as images of how the response team mitigated the impact of an incident. You can add photographs, maps, and other graphics relating to the incident by using the **Images** section of an incident record.

When you click on the **Images** link in the incident table on the Unit Home page, the Maps & Photos list page is displayed. If you are already viewing some other section of an incident record, you can click on the **Images** link in the row of links below the title bar showing the name of the incident. An example of the Maps & Photos list is shown in Figure 20 (page 38).

Images that you add and upload to InciWeb need to be in one of the following file formats: JPEG (or JPG), GIF, or PNG. The file format is normally indicated by the file extension added to the end of the filename that contains the image. For example, a digital camera may save an image with a filename of **DCS2010078.jpg**. The file extension of this image is **jpg** indicating the file is stored in the JPEG format. Most digital cameras store images using the JPEG format. Therefore, you should be able to download images from a camera and upload them to InciWeb.

It is possible that map images may be in a format other than those listed above. If the graphic or image that you want to use is not in one the three file formats mentioned above, ask the person providing the image if they can convert to one of the allowed formats listed here.

> **Note:** You may not see the filename extension of image files on Microsoft Windows computers. By default, Windows hides the filename extensions of commonly used file formats such as DOC, XLS, HTM, GIF, JPG, and PNG. You can have Windows show the filename extensions for all files by changing the View options under the My Computer (or Windows Explorer) Folder Options. See the Microsoft Windows help documentation for more information.

There is also a file size limit for images uploaded to InciWeb. Photo images and map images must individually have a file size less than two megabytes (2 MB or 2,000 KB). Many digital cameras take pictures at a resolution where the size of the image file approaches or exceeds this size limit. In some cases, an image file from a high-resolution digital camera may be over 3 MB (3,000 KB). You will need to check the file size of photos you plan to upload to InciWeb. You can do this by looking at the file details using Windows Explorer (or the My Computer shortcut) on Microsoft Windows, the Finder application on Apple Mac computers, or a file manager utility such as Nautilus on Linux computers.
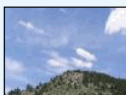
Figure 20. Example of the Maps & Photos list page.

If the size of an individual image file is near to or greater than two megabytes, the image will need to be resized to a smaller file size before it is uploaded to InciWeb. You will need to know how to work with a photo-editing application to change the size of photo files. Alternately, you can have a co-worker do this task. Some example applications are Adobe Photoshop, Corel Paint Shop Pro, Picasa, or GIMP. In these programs, options for resizing an image are often found under the **Image** menu.

Adding Images to an Incident Record

Images can be uploaded to InciWeb from files on a digital camera storage device or from copies of image files on your computer. Since many digital cameras use a preset sequential numbering to create image filenames, renaming the image files is recommended. Change the names of the files to include some meaningful descriptor that will relate the image to the incident.

Use the following steps to add an image file to an incident record.

To add an image to an incident record

1. While logged in to the InciWeb Admin Server on the Unit Home page, find the row with the incident name to which you want to add the images in the table of incidents.

2. In that same row, click on the **Images** text link to the right of the incident name. The **Maps & Photos** list page is displayed.

3. On the **Maps & Photos** list page, click the **add** button on the upper left side of the page. The **Maps & Photos** image selection and upload page is displayed.

4. The image selection and upload page includes selection boxes to allow five image files to be uploaded in one operation. In the **Select your images** section in the middle of the page, click on the **Browse** button directly to the right of the label **Image 1**. A file selection dialog box opens. An example of the image selection and upload page with the file selection dialog is shown in Figure 21 (page 40). In this example, the directory selection menu is opened and the directory of removable digital camera is selected.

5. Use the steps above to add other image files by selecting an image file using the **Image 2**, **Image 3**, etc. boxes.

6. In the **Copyright Acknowledgement** section, check the box **I agree** to indicate your compliance with copyright laws regarding the images you are uploading.

> Note: Be sure to avoid copyright violations by only using pictures or maps that are originals produced by agency unit members, are in the public domain, or that you have written permission from the copyright owner to use.

7. Click the Upload button in the lower left-hand corner of the page.

The next page displays the image file on the left-hand and prompts you to enter text describing the image. As with other sections, the fields marked with a red asterisk indicate the minimum required information. You should include adequate information so that viewers know what the image shows and to help avoid misinterpretation.

Table 4 describes the text fields and provides some examples of their use.

Table 4. Text fields associated with images uploaded to InciWeb.

Heading	Description
Title	This is a short text title or label displayed with the image. For example: `Bear Peak Fire Aug 12 09`. This title label is displayed on thumbnail versions of the image such as in the Photographs list page on the public site. This is distinct from an image caption.
Caption	The caption is a description of what is seen in the image. For example: `Fire teams cutting a fire break north east of the Blue Pines Fire`. The caption is displayed when viewing the individual image on the public InciWeb site.
Owner	This field specifies the owner of the image. In the case of copyrighted material, this will be the name of the copyright owner. In the case of photos taken by unit personnel, it can be the name of the person taking the photo.

Descriptive Text	This field is used to enter a more complete explanation of what information is conveyed in the image. This is for Section 508 compliance which relates to visually impaired users who visit the InciWeb site. This should be something even more descriptive than the Caption entered for the image. For example: `An image showing 8 BLM firefighters cutting a fire break along the Winton trail during the Chandler's Peak fire on September 4`[th] `2009`.
Type	This is a selection menu you use to specify if the image is a photo or a map.
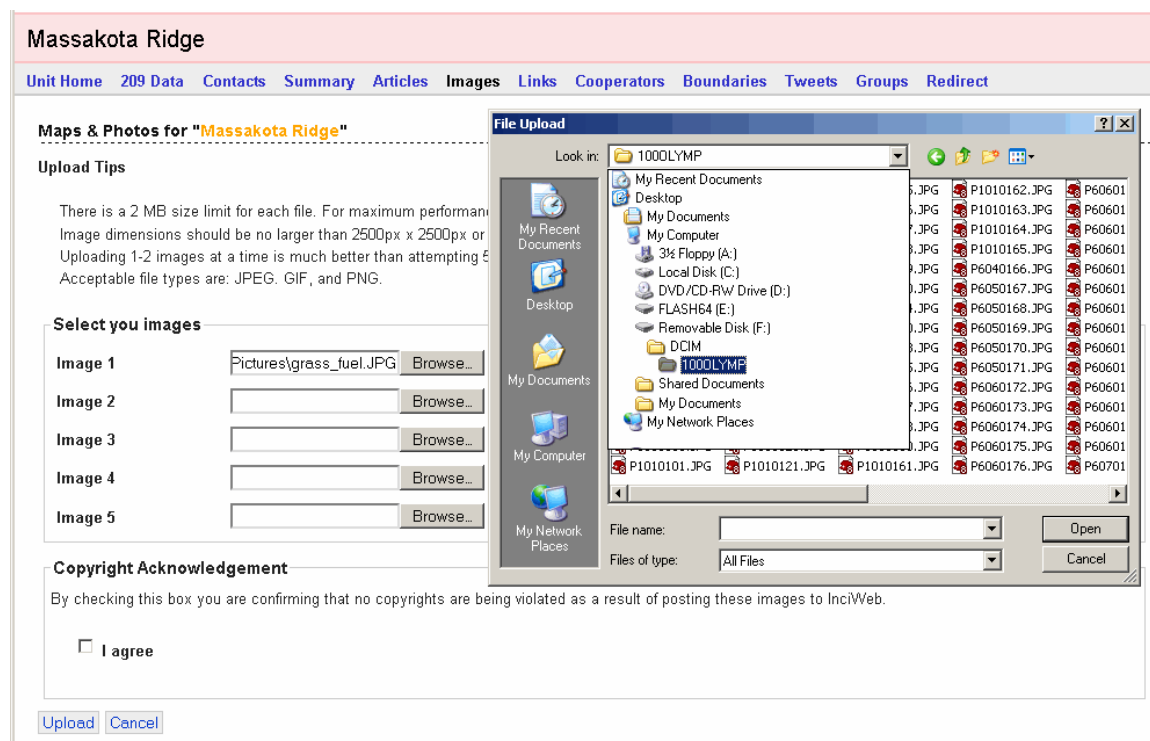
Figure 21. Example view of the image selection and upload page showing a file selection dialog box.

Managing Incident Images

If you upload more than one image for an incident, you can choose to highlight a particular image on the public InciWeb page for your incident. You can do this using the Maps & Photos list page. The following are the steps you use to highlight an image.

TIP: Always include a date for photos or maps in your captions. Date information will be very important as your collection of maps and photos grows.

To highlight an image on the public InciWeb site

8. While logged in to the InciWeb Admin Server on the Unit Home page, find the row with the incident name to which you want to manage.

9. In that same row click on the **Images** text link to the right of the incident name. The **Maps & Photos** list page is displayed.

10. The image list is displayed as a table. The table includes a thumbnail (reduced size) image, date information on when it was released, who added the image file, and links to manage the image inside InciWeb. To highlight an image, click on the text link **Click to highlight on home**. The **Maps & Photos** list page is updated and the link text for the image is changed to **Click to remove from home**.

Logging Out of InciWeb

One goal of the InciWeb system is to make incident information available 24 hours a day, 7 days a week. As a Web-based application, you can log in to InciWeb and update incident information at almost any time of the day. When you have made your updates for that day, or you find you need to leave and come back to a task or update at a later time, you should log out of the InciWeb Admin Server. While this is not entirely necessary (you can just close your Web browser), logging out is a good habit to practice.

To log out of InciWeb, you simply click on the **log out** text link or button found in the upper right-hand corner of the page. The **log out** link is one of four links in this area under your name and unit name. When you click on the log out link, the Unit Home page is replaced with the Admin Server Login page. This signals that you are logged off. You can log back in at any time using the steps described in the section "Using an InciWeb Login Account" at the beginning of this chapter.

Guide for Effective Communication using InciWeb

Information on-demand is a growing expectation in our increasingly connected society. The effectiveness of InciWeb depends greatly on the quality of information it provides. Information that is hard to find, difficult to understand, and obviously out-of-date discourages people from visiting the InciWeb site to learn about incidents that may impact them. The following is a short list of recommendations to help you make the most effective use of InciWeb.

Learn from Examples

Try to look at incident information as a member of the public would. Notice how other units have posted their incidents and think about what you like and don't like. Learn from examples and implement your ideas to make your work on InciWeb an effective communication resource.

Current Content

Keep the information about your incident on InciWeb fresh. Current and up-to-date content reassures people that InciWeb is THE reliable source for incident information.

This helps them as well as you. Out-of-date and stale information frustrates visitors and prompts them to seek information elsewhere. This will likely generate more phone calls and emails to your office.

Image Descriptions

Include captions and descriptive text with photos and map images. Include specifics about the time frame represented, the location, the point of view, and what event or activity is shown.

Contact Information

Include accurate contact information for the unit (or units) handling the incident. Be sure that interested individuals can find the best person to contact for more information about the incident. Also include the time of day when the information officers are available for contact by the public.

Dates and Times

When posting information on InciWeb, include the day of the week, the date, and, when appropriate, the time period for which the information is applicable. You do not need to include the date or time that you entered the information into InciWeb as that will be added automatically by the InciWeb system. Visitors to InciWeb may not see the information you posted today until a day or more after you post it. For example, if you post an announcement of a public meeting saying that the meeting will be held "today" instead of specifying the date and day of the week, visitors to your incident pages can be confused by the information when they view it on days after the day of the meeting.

Agency Jargon

Remember your audience and their level of knowledge. Translate agency and domain specific jargon into words that would be understandable by a person unfamiliar with incident response activities.

Check the Site

Check to see what your work looks like on the public side of InciWeb while you are adding and updating information. Click on the **Public Site** link in the footer section at the bottom of any page on the InciWeb Admin Server. This will display the page you are working on as it will be displayed on the public InciWeb site. After viewing your work through the Public Site link, use the back button or arrow in your Web browser to return to the Admin Server pages and continue working.

10-Day Tweets

If you use Twitter to communicate about your incident, remember that tweets specific to your incident will often be dropped from the Twitter search database after 10 days. If there is still information to share about your specific incident 9 days after you send your first incident specific tweet, send a new tweet so that Twitter users can find the most current information. More about using Twitter is described in Chapter 3.

Chapter 3 Doing More with InciWeb

Chapter 2 describes the steps to take to add the most commonly used types of incident information to InciWeb. This covered the first five columns of the incident record management table displayed on the Unit Home page. This chapter describes additional features of InciWeb that can enhance the usefulness, completeness, and availability of incident information. This includes providing information and direction to visitors if an incident grows in scope and complexity to where it impacts neighboring unit jurisdictions or if the management of an incident changes. It also covers several ways you can share information with the public.

The first part of this chapter describes how to use the remaining columns in the Manage Data section of the Unit Home incident table. This includes **Links**, **Cooperators**, **Boundaries**, **Tweets**, **Groups**, and **Redirects**. Later sections of this chapter describe different ways that you can help users access your incident information from InciWeb.

Adding Related Links

You can offer useful links to other places on the Worldwide Web for your InciWeb readers. For example, if an incident is sensitive to changing weather conditions, you can add a link to the local weather forecast webpage at the NOAA National Weather Service site. When evacuations are involved, you can add a link to the American Red Cross website, FEMA, state disaster relief organization, or the site of a nonpartisan group providing services to those impacted by the incident.

> Note: InciWeb is a government website. Links that promote a private business or products or links to anything remotely obscene or offensive are not appropriate. For the basic InciWeb policy on external links go to the Appendix in this manual or the online InciWeb FAQ page at the following address: https://inciweb.nwcg.gov/help/?help=faq#a07

Once you have added related links to an incident, InciWeb adds a **Related Links** box to the right-hand column on the public page for the incident. These links and text labels you use to describe them are displayed under the Unit Information box on the incident pages. An example of how related links are displayed is shown in Figure 22 (page 44).

Before you add a link to your incident record, you should find the Web address or URL of the link destination. You can do this by opening a new browser window or tab and navigating to the website and Web page to which you want to link. You may copy the URL from the browser address field, write it on paper, or type the URL into another document.
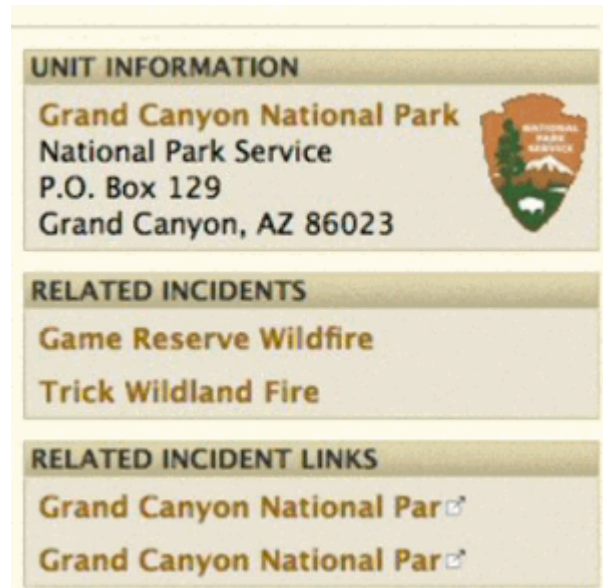
Figure 22. Example of how related links are displayed on the public site.

Use the following steps to add a link to your incident record.

To add a link to an incident record

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Links** text link in the row of the incident record to which you are adding a related link. The Related Links page for the incident is displayed.

2. In the **Add a Link** section on the left-hand side of the page, enter a descriptive label for the URL in the **Link Label** text box. If the URL represents the website of an organization, you can include that information in the label. For example, `Gilpin County Disaster Response`.

3. Copy and paste the Internet URL address for the link into the **URL** text box. If you are viewing the Web page you want to link to in a separate Web browser window, you can copy the Web page URL from the address box along the top of the Web browser window. If the link URL is in an email message or other document, you can copy the URL from that document and paste it into the **URL** text box.

4. Click the **add** button below the **Add a Link** text entry boxes to add the link. The Related Links page is updated and a new row is added under the **Current Related Links** section on the right-hand side of the page. The row contains the text label assigned to the link, the name of the person who added the link, an **Edit** link to change the link information, a **Test** link (which you should always use!) to verify the link is working, and a **Delete** link to remove the link. An example of the Related Links page is shown in Figure 23 (page 45).

Figure 23. Example of the Related Links page on the InciWeb Admin Server.

Cooperators

Many incidents involve multiple cooperating agencies. Acknowledging the efforts of all federal, state, and local agencies responding to an incident by listing, and linking to, them in InciWeb facilitates good interagency coordination and relationships and helps increase public awareness about the roles that different agencies play in responding to incidents.

> **TIP:** Superusers should regularly check and update the list of cooperators for their units.

The **Cooperators** section of an incident record allows you to either select from an existing list of cooperating agencies or to add the names of cooperating agencies specific to your unit. Use the following steps to add an existing cooperator to an incident.

To attach a cooperator to an incident

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Cooperators** text link in the row of the incident record to which you are adding a cooperator. The Cooperators page for the incident is displayed.

2. Search the list of **Available Cooperators** for your unit on the lower right-hand side of the page for the name of the cooperating unit or agency you want to attach to your incident. Click on the **Attach** text link in the column to the right of the name of the agency.

3. The Cooperators page is updated and a new row is added to the **Cooperators Attached to This Incident** section above the list of Available Cooperators. Each cooperating unit entry in this section includes a **Detach** text link. You use this link to

remove the cooperator from the incident. An example of the Cooperators page is shown in Figure 24.

Figure 24. Example of the Cooperators page for an incident showing two cooperators.

Some cooperating agencies are available to all units and appear in the Available Cooperators list of each unit. This includes federal and national level organizations that can respond to incidents across the country. In some cases, your unit may be cooperating with a state or local agency in response to an incident. It would be impractical to try to include all possible cooperating units across the country in InciWeb. The list would be very large making it difficult to find the agency you want. However, you can add cooperators specific to your unit. The names you add are included in the Available Cooperators list for future use by your unit but are not visible to other units that use InciWeb. Use the following steps to add a new cooperator for your unit.

To add a unit specific cooperator

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Cooperators** text link in the row of the incident record to which you are adding a cooperator. The Cooperators page for the incident is displayed.

2. In the **Add a Cooperator** section on the left-hand side of the page, enter the name of the cooperating agency or unit in the **Cooperator Name** text box. Note that when adding unit cooperators, the name of the cooperating agency is the only required data, as indicated by the red asterisk.

3. If the cooperating organization uses an abbreviation or acronym as a short form of their name, enter this in the **Abbreviation** text box. For example, MVFD for Milford Volunteer Fire Department.

4. Use the drop-down selection menu to the right of the **Agency Type** label. The Agency Type indicates the jurisdiction of the cooperating agency. The choices are `Federal`, `State`, or `Local`.

5. If the cooperating agency has a website and you want to include that as part of the entry, copy and paste or alternately type the URL or Web address in the website **URL** text box. Include any Internet address prefix such as `http://` with the website URL.

6. InciWeb assumes that if you are adding a new cooperator to InciWeb that you also want to attach the new cooperator to the incident record in which you are currently working. The **Yes** check box to the right of the **Add to <incident_name> Incident** text label is checked by default. If you are adding a cooperator for future use and do not want to attach it to the current incident, click the **Yes** check box to uncheck this option before adding the cooperating agency.

7. When you have filled in the information on the cooperating agency, click the **add** button in the lower left-hand side of the page. The Cooperators page is updated and a new row is added to the applicable list of available cooperators on the lower right-hand side of the page. If you elected to attach the new cooperator to your current incident, the new entry is added to the Cooperators Attached to this Incident section instead. When you detach the cooperator from this incident, the agency entry will reappear in the list of Available Cooperators. This new entry will also appear on the list for all other incident records created under your unit.

Boundaries

If the incident you are reporting on impacts a large area, it may reach beyond the boundaries of your jurisdiction into neighboring areas. This includes crossing over the boundaries of a National Forest into private or other federal land (or vice-versa), crossing over a county line or even straddling the border of two states. In order to give the public a better sense of the scope of an incident, you can use the **Boundaries** section to associate the incident with multiple unit areas.

> **Note:** Only InciWeb superusers can add other jurisdictions to the list in the Boundaries section. If you are not an InciWeb superuser but anticipate that your incident will reach into neighboring jurisdictions, contact the superuser for your unit to have him or her add the neighboring unit(s) to your unit's Boundaries section.

You associate an adjacent unit area to the **Boundaries** section of an incident by attaching the unit agency name to the incident. The following describes the steps you use to attach another unit area to an incident.

To attach a neighboring unit area to an incident

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Boundaries** text link in the row of the incident record to which you are adding a neighboring unit area. The Incident Boundaries page is displayed.

2. Find the name of the neighboring unit under that applicable Available Neighboring Units or Available Neighboring States sections on the left-hand side of the page. An example of the Incident Boundaries page is shown in Figure 25.

3. Click on the **Attach** button to the left of the unit name. The Incident Boundaries page is updated and unit name or area is added as a new row under the **Unit and State Boundaries this Incident has Crossed** section on the right-hand side of the page. The new row includes an Action column with a **remove** button. You use this button to detach or disassociate the unit from the incident.

Figure 25. Example of the Incident Boundaries showing one neighboring unit.

Tweets

Twitter (www.twitter.com) is an Internet information sharing service that allows users to provide short notes about what is happening in their lives or organizations. The messages are transmitted almost instantaneously to the Twitter website. Other Twitter account users can subscribe to a particular Twitter "feed" from individuals or organizations to receive timely and concise updates on subjects and persons of interest to them.

An individual message sent by a user to Twitter is known as a "tweet." The InciWeb system includes a Twitter account that users can follow. InciWeb automatically sends out tweets whenever you change or add an incident summary, article, photo or map. You can also compose a tweet with a specific message by using the Tweets section of an incident record. Different agencies have different policies regarding the use of Twitter and other social media tools. Be sure you know, and comply with, the social media policies of the unit with jurisdiction over the incident that you are working on. Use the following steps to create and send a Twitter tweet about your incident.

To send a Twitter tweet about your incident

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Tweets** text link in the row of the incident record about which you want to send a tweet. The Tweets page for the incident is displayed.

2. Enter the text of your tweet in the text box labeled **What's new with your incident** beginning after the characters that are already displayed inside the box. The total number of characters in your message is limited. The number of remaining character places available is displayed in red above the right-hand corner of the text box where you enter your message content. An example of the InciWeb Tweets page is shown in Figure 26.

> **Note:** The characters that appear inside the text box are an ID string required by the Twitter service to identify tweets. Do not remove or type over these characters when entering your message text. If these ID characters are removed, InciWeb will automatically re-insert them into your message when you send the tweet. This may cut off or truncate your message text if the length of the message approaches the maximum allowed number of characters.

3. After entering the text of your message into the text box, click on the **send** or **update** button below the text box. The **Tweets** page is updated and the **What's new with your incident** is cleared and ready for the next tweet message. A text link labeled **Incident Specific Tweets** is displayed below the update button with a Web URL of the Twitter Search page including an automatically generated search text that will find the tweets for your incident on Twitter.

Massakota Ridge

Unit Home   209 Data   Contacts   Summary   Articles   Images   Links   Cooperators   Boundaries   **Tweets**   Groups   Redirect

Tweets for "Massakota Ridge"

What's new with your incident?

Remaining characters: **57**

#Big_IWDEMO New disaster response plan released by Elbert County Emergency Services

Tip: Do not remove the incident hash *#Big_IWDEMO* from this Tweet. The hash will automatically be re-inserted if it is removed which will affect

update

Figure 26. Example Tweets page showing the Twitter ID string followed by the text of a tweet to be sent.

> **Note:** As of mid-2010, Twitter generally only indexes tweets that are less than 10 days old. If it has been more than 10 days since an update has been posted to an incident on InciWeb, it is possible that the incident ID will no longer be in the active Twitter index. In this case, the Twitter feed link on individual incident pages may result in a "No Results Found" search on Twitter. The most recent tweets for all InciWeb incidents, including those over 10 days old, can be viewed on the InciWeb home page on Twitter.

Figure 27 (page 50) shows an example of the Twitter Search page displaying a single tweet from an incident on InciWeb. Note that the text in the Twitter Search text box at the

top of the page includes the characters **#WACOF**. This is an example of the ID characters included on the InciWeb Tweets page.
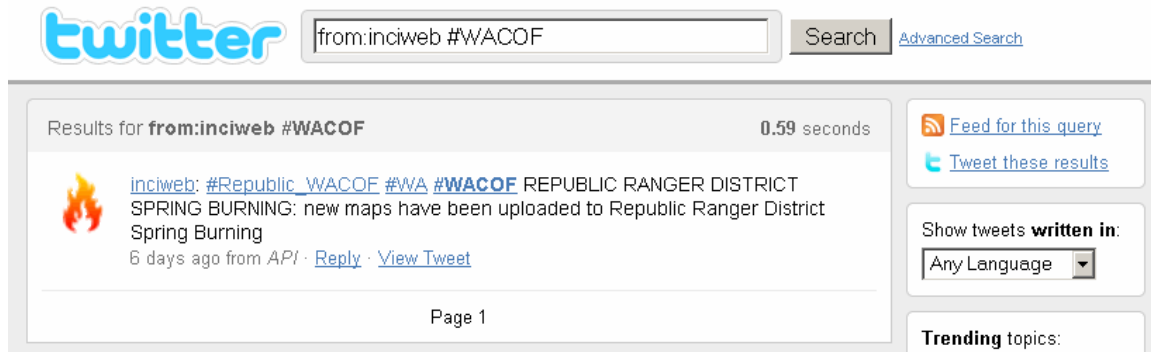
Figure 27. Example of a single tweet from InciWeb as displayed on the Twitter Search page.

Groups

There are a number of scenarios where one incident may become related to other incidents. For example, if an incident your unit is responding to grows in scope, a larger organization may assume management of the incident. In such a case, the incident name may be changed. Another example might be that lightning strikes start one or more fires in a unit area on one day and similar weather conditions result in additional fires in the vicinity on a subsequent day. Such a situation creates a complex of fires where each has its own incident name and details. Multiple incidents in a large area or a large fire may be organized into a theater of operations or joined under a new, temporarily unified command structure.

The **Groups** section of an incident record allows you and possibly other public information officers to join multiple incident records into a group that indicates a relationship between units and incidents. While this level of detail may not be of great significance for the general public, it can be important information for other agencies and news reporters. Together with timely management of incident contacts and related links, the **Groups** feature provides a way to show more details about the scope, organization, and management of related incidents.

> **Note:** InciWeb uses four types of groups: Complex, Theater, Related, and Unified Command. Check with your incident commander to determine what type of group classification will be appropriate and which incident record should be used as the Group Parent before you set up a group.

To form a group there needs to be at least two incident records already added to InciWeb. One of the incident records is used to create the new group. This record is referred to as the "Group Parent." Incidents that are joined to the group are referred to as "children" or group members. Before incidents can be joined together in a group, the group parent must be selected. Use the following steps to create a new group.

To create a group for joining incidents together

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Groups** text link in the row of the incident record that will be the group parent. The Related Incident Groups page is displayed.

2. The name of the current incident will appear to the right of the text label **Group Parent** in the upper left portion of the page. Use the drop-down selection menu to the right of the **Group Type** label to select the type of group you are creating. The choices include `Complex`, `Theater`, `Related`, or `Unified Command`.

3. Click the **create** button on the right of the Group Type selection box to create the group. The Related Incident Groups page is updated. A new header bar is displayed with the label **Current Group**. Other selection options for working with groups are removed from the page and a **delete** button is added to the left of the group type label and incident name. Figure 28 shows an example of the Related Incident Groups page displaying the parent group created under the **Ninemile Fire** incident record. This example shows that one other incident has been joined as a child member to the group.

> **Note:** Deleting a group definition from an incident record removes the group AND the **Groups** settings for all related incidents that were children of that group. Be sure to check with all relevant unit managers and incident commanders before you delete a group from an incident record.

Figure 28. Example display of a parent group created under an incident record.

Once you have created the parent group, you can join other incident records to the group as "children" or members of the group. Use the following steps to join an incident to an existing group.

> **Note:** If you're setting up a grouping with a new name, then change the name of the parent incident record. To do that, go to Unit Home, select the "209 Data" for your incident, click **Edit**, and make the name change.

To join an incident to an existing group

1. When logged into the applicable Unit Home page on the InciWeb Admin Server, click on the **Groups** text link in the row of the incident record that you want to join to a group. The Related Incident Groups page is displayed.

2. Under the heading **Available Groups** find the name of the incident that was used as the group parent to which you want to join. Figure 29 shows an example of the Related Incident Groups page. The available groups are listed under their respective unit names. In the example shown, the unit name is "InciWeb Practice Site." Existing group parent names are listed under the unit name together with a join button on the left and a label indicating the group type. Under the group parent label is a list of incidents that are part of the group. If there are no child members of the group, the list includes only the group parent incident name and the name of the unit under which the incident record was created.

Figure 29. Example of the Related Incident Groups page when joining an existing group.

> **Note:** At present, an individual incident record can only be the group parent of a single group and member incidents can only be joined to one group. For example, in Figure 29, the Ninemile Fire Wildfire incident is set as a group parent. The Massakota Ridge Wildfire is joined as a member of the group. The Massakota Ridge Wildfire cannot be added as a member of another group while it is joined as a member of the Ninemile Fire Wildfire group.

3. Click the join button to the left of the incident name representing the group parent of the group to which you want to join your incident. The Related Incident Groups page is updated. An example of the Related Incident Groups page updated for a child member of a group is shown in Figure 30 (page 53). The Available Groups list and group creation options are removed and replaced with the heading **Current Group**. Under this heading, the current incident name is displayed preceded by the type of group it is joined with and a **leave** button. You use the **leave** button to remove an incident from a group without deleting the group.

Note: Be sure to coordinate with your incident commander and the public information officers managing related and near-by incidents before you make changes to the Groups or Redirect sections of an incident record.

Figure 30. Example of the Related Incident Groups page showing a Unified Command group.

Redirect

As noted in the preceding sections, incidents can grow in scope and complexity to where multiple units are involved and a new management structure is needed. In response, it may be decided that a new incident record should be created that includes the information on the increased scope of the incident, the new managing unit contacts, and all the units involved. This may mean that you will no longer be tasked with updating the information in the record you originally created as someone from another jurisdiction may be given that assignment. Rather than deleting your original incident record, you can enable a "redirect" to guide InciWeb visitors to the new incident record that supersedes the original incident.

Activating this feature for your incident record adds a link statement at the top of the public InciWeb pages of the incident you originally created, redirecting viewers to the new incident record. An example of the link statement that is added to the top of pages on the public side of InciWeb is shown in Figure 31.

Figure 31. Example statement and link text displayed to visitors when a Redirect is activated for an incident.

Use the following steps to add a redirect message and link from one incident record to another.

To add a redirect to an incident record

1. While logged in to the InciWeb Admin Server on the Unit Home page, find the row with the incident name you want to redirect.

2. In that same row click on the **Redirects** text link in the last column to the right of the incident name. The Incident Redirect page is displayed.

3. Along the left side of the page are other incident records within InciWeb. These are grouped by unit name or geographic area. Find the name of the incident to which your incident record should be redirected under the section **Available Incidents for Redirection**.

4. Click on the **select** button to the left of the name of the superseding incident. The Incident Redirect page is updated and the new incident name is displayed under the **Current Redirection** section above the list of available incidents. This automatically adds the redirect link to the page of your original incident on the public InciWeb site. Figure 32 (page 55) shows an example of the Redirect page.

> **Note:** Only one redirect can be active for an incident record. To change a redirect you can click on the remove button to the left of the link under the Current Redirection section or simply select another incident from the list of available incidents. The last incident you select will become the active redirect.

Other Ways of Sharing InciWeb Information

The effectiveness of any communication medium includes making quality information available and letting people know where to find it. There are several ways you can use InciWeb to share incident information with the public and media. By publicizing how people can use the public InciWeb site to find and follow information about an incident, you can focus more attention on keeping the incident information up-to-date rather than answering phone calls and emails to give the same information over and over again.

Direct Web Link to an Incident Record on InciWeb

One way to share information on specific incidents is by forwarding the Web address or URL of the specific incident record in InciWeb. You can do this by adding the Web address into an email message, onto your agency website, or recording it in an automated phone message system. You may also share it with other organizations that provide information to the public and interested parties, such as a website of a local newspaper or municipality. Those who receive the address can link directly to the individual incident report in InciWeb to see the latest updates, maps, pictures and articles for that incident.

Figure 32. Example of the Redirect page showing a Current Redirection link.

An example of a direct link to an incident report on InciWeb is:

http://www.inciweb.org/incident/1923/

In this example, the number **1923** represents a record number within the InciWeb database (this is not a year or date related to the incident).

How to find the direct link for an incident in InciWeb

1. Go to the InciWeb website

2. Find the incident for which you want to provide a direct link

3. Click to open that incident record

4. In the address bar near the top of web browser page, find the address for the incident record that has the pattern:

   http://www.inciweb.org/incident/<record-number>/

Where **\<record-number\>** is the unique number assigned by the InciWeb system for that incident record. For the example shown in Figure 33, the record number is **1926**.

5. Select or copy the entire address from the Web browser and save it in a text document or email. Alternately, you can make a note of the address by hand or by another method. You can then send the address to interested organizations and individuals so that they can go directly to your incident record on InciWeb.

Figure 33. Example incident showing the URL to the specific record in the address field of the Web browser.

Incident News Feed on Twitter

As noted earlier in this chapter, the InciWeb system is set up to automatically feed incident news data to the InciWeb Twitter account. The Twitter account can be found at the following URL:

http://twitter.com/inciweb

Although you can forward this Web link in the same way as the address of an individual incident, the Twitter News Feed link on the Incident main page includes all incidents displayed in the Current Incidents Table on the InciWeb main Incident page.

The Twitter News feed for an individual incident report can be found by visiting the page for the incident on the public InciWeb site. Clicking on the **Twitter Feed** link in the **FOLLOW THIS INCIDENT** box on the right-hand side of the page will open a new browser window or tab displaying the Twitter Search page. Like with the direct link to an incident record on the public InciWeb site, you can copy the Twitter feed URL from the Web browser and forward it to interested individuals. The URL will have a form like the following example:

http://search.twitter.com/search?q=from%3Ainciweb+%23New_NMCCP

The last characters on the right-hand end of the URL are constructed from the first letters of the incident name and an abbreviation or acronym of the unit reporting the incident.

> **Note:** Twitter generally only indexes tweets that are less than 10 days old. If it has been more than 10 days since an update was posted to your incident on InciWeb, the incident may no longer be in the active Twitter search index and a "No Results Found" message will appear when users click on the **Twitter Feed** link. You can use the Tweets section to send updated messages for your incident to Twitter.

Incident RSS Feed from InciWeb

Web browsers such as Mozilla FireFox or Opera can be used to view RSS feed information directly by entering the Web address or URL of the news feed. The InciWeb RSS news feed can be found at:

http://www.inciweb.org/feeds/rss/incidents/

Like with the Twitter News Feed, the Incident RSS Feed link on the Incident main page includes all incidents displayed in the Current Incident Table on the InciWeb main Incident page. To view the RSS feed for an individual incident, the URL will have the form of:

http://www.inciweb.org/feeds/rss/articles/incident/<record-number>

where **/<record-number>**is replaced with the number used by InciWeb to identify the record. Normally, this will be the same number as the one used for the direct Web link discussed in the section above.

Figure 34 shows an example of the RSS Feed output for an incident displayed in the Mozilla FireFox Web browser (version 3.6).

Figure 34. Example of an InciWeb RSS feed as viewed in the Firefox Web browser.

Other Links on InciWeb Admin Server Pages

There is a row of text links in the page footer area of the Unit Home page and other pages in the InciWeb Admin Server. These links give you access to additional resources to help you work with InciWeb. Chapter 1 gives a description of these links and their use.

Table 5. Links displayed on the page footer on the InciWeb Admin Server.

Link Text	Description
Public Site	Redirects your Web browser to the public InciWeb site.
Helpdesk	Displays a new browser window listing contact information (telephone numbers and email address) and hours of operation for the InciWeb support Helpdesk. Also contains links to the online InciWeb help documentation.
Section 508	Displays a Summary of Section 508 Guidelines for InciWeb. Includes official guidelines regarding making InciWeb content accessible to visually impaired individuals.
Contact	A hyperlink that triggers the email client on your computer to prepare an email message addressed to the InciWeb Management team. Note: For technical assistance it is best to contact the InciWeb Helpdesk for the quickest service (800-253-5559, 208-387-5290, or fire_help@fs.fed.us)
Directions	Displays a new browser window with links to online help documentation for InciWeb.
Survey	Redirects the Web browser to the InciWeb **Content Contributor Survey** page. This is an online survey designed to gather feedback from InciWeb content providers. The survey information is reviewed by the InciWeb Management Team for making decisions on changes to InciWeb.
InciWeb Users Group	Opens a new browser tab or window on the login page for the InciWeb Users Group on Google Groups. This group provides a forum for users to share tips and information about InciWeb. Note: A Google account is required to login to Google Groups. Additionally, you must have an active InciWeb account to be granted membership in the group.

Chapter 4 Managing InciWeb Accounts

This chapter covers a number of tasks relating to the management of user accounts and unit information. This includes changing user profile information, resetting passwords and tasks superusers need to do to manage their unit information.

Working with User Accounts

There are generally two types of user accounts in InciWeb. The most common is a regular login account used to add and update incident information. The second is a superuser account. The superuser account provides some additional functions for managing access to a unit's incident records and updating certain unit information. The following sections describe account management tasks that apply to both types of accounts.

Changing Passwords and User Profile Information

One thing you will need to do regularly as you work with InciWeb is change your

password. As noted in Chapter 2, the InciWeb system requires that user passwords be changed every 60 days. This is a security measure to help protect the integrity of the system. There may also be an occasion when you need to update your user profile information.

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> or Gmail).
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Most of the steps you use to view and update your user profile are described in Chapter 2 in the section "Using an InciWeb Login Account." When you are logged into InciWeb, you can see your name and your home unit's name displayed in the upper right-hand corner of the page. Your name will be displayed in blue letters, indicating that it is a link to the user profile page. Alternately, you can also click on the **my profile** link a few rows below your name to access the user profile page.

The User Profile page includes two buttons in the upper left-hand side of the page below the page title. To change your password, click on the **change password** button. This

will display the page for entering a new password (see Figure 9 on page 21).

If your password has expired, InciWeb will ask you to change it the next time you login to the Admin Server. InciWeb will automatically display the page for changing your password. You will not be allowed to

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add or update information on InciWeb until you select a new password.

> **Note:** The system will not automatically change your password when your password expires. If you cannot change your password or if you are reasonably sure you are using the correct password but cannot log in, call the InciWeb Helpdesk at 800-253-5559, 208-387-5290, or **fire_help@fs.fed.us**.

If you forget your password, you can request a new password automatically using the InciWeb system. You will need to remember the answer to the Security Question you selected when you first set up your user profile (see Figure 11 on page 23). Use the following steps to request a new password.

To request a new password

1. Go to the InciWeb home page and click on the **Log In** link in the lower right-hand side of the page. Alternately, you can go directly to the InciWeb Login page at **https://inciweb.nwcg.gov/?page=login**. If you are not able to get to the login page where you enter your user name, you may need to close your Web browser, open it again, and then return to the InciWeb login page.

2. Enter your user name in the **User Name** text box then click on the **request new password** button below the **User Name** label. The Security Question page will be displayed.

3. The Security Question page displays the security question you selected previously for your user profile. Enter the answer to your security question in the text box and click on the **submit** button. Figure 35 (page 61) shows an example of the Security Question page.

4. A confirmation page is displayed. The new password will be emailed to you using the Agency Email Address that you entered previously in your user profile. Because the new password is generated by the InciWeb system, you will be required to change the password the next time you log into InciWeb so that only you know your new password.

Working for Multiple Units on InciWeb

As noted in Chapter 2, the InciWeb system allows a user to add and update incident information for more than one agency unit. If you have been approved to maintain incident information for multiple units, an additional link is displayed in the upper right-hand corner of pages on the InciWeb Admin Server. This section describes how to select different units to work with and how to obtain approval to work for other units on InciWeb.

Figure 35. Security Question Challenge page displayed when requesting a new password.

Changing Units

Each time that you log into InciWeb, your account is automatically associated with an agency unit. The Unit Home page that is first displayed will be the Unit Home for the agency you were first authorized for or that is currently listed as your unit in your user profile. If you are adding or updating incident information for this unit, then you use the links on this Unit Home page to do so.

If you are logging in to InciWeb to add or update incident information for a unit other than your "home" unit, you need to access the Unit Home page for that unit. InciWeb does this by tracking the unit name you have selected to work with. The unit selection menu is in the upper right-hand corner of each Unit Home page. Once you select a unit, all the pages displayed in the Unit Home view will be pages that apply to the unit you have selected. Use the following steps to select the unit you are working with.

To change the unit you are working with.

1. From the Unit Home page, click on the **change unit** link in the upper right-hand corner of the page. A list of all the units you are approved to work with is displayed.

2. Select the unit name for which you want to add or update incident information. The Unit Home page is updated to display the incidents table for the selected unit. Note that the names of the incidents displayed have changed to those of the other unit.

3. Use the links on the new Unit Home page to add and update the incident information. See Chapter 2 and Chapter 3 for information on working with incident information.

If you believe you should be authorized to work for another unit and that unit name is not shown in the unit selection list, you will need to contact a superuser for that unit. Normally, units for which you are approved will be added as part of the process of communicating between units. In other cases, you may need to find the name of a superuser for the other unit.

The **superuser lookup** link in the upper right-hand corner of the Admin Server pages displays a simple search form you use to find the name of a superuser for a unit.

To find a superuser, click on the superuser lookup link and enter the name of the unit you are looking for. If a superuser is not listed for that unit, contact the InciWeb Helpdesk. Although the Helpdesk cannot approve you to work in any unit, they can direct you to someone who can. If there is no superuser registered for the unit, you will need approval from a line officer from that unit in order to work on InciWeb for that unit. The InciWeb Helpdesk can help you contact the appropriate person in the unit.

> **TIP:** If you're searching for a superuser in a unit with a hyphenated name, like "Beaverhead-Deerlodge" or "Apache-Sitgreaves," and the unit is not found using the search, try entering just one of the two names from the unit (for example, `Apache`). Including the hyphen in the search string can sometimes confuse the search feature.

Managing Accounts as a Superuser

A superuser account has access to all of the features and options as a normal user plus some additional management tasks. These allow superusers to change and update access permissions to their unit's incident records and update other information relative to their unit.

When you are logged into the InciWeb Admin Server as a superuser, there are additional text links in the row of navigation links immediately below the Unit Title bar. As with regular InciWeb users, this row includes **Unit Home**, **Add a NEW Incident**, **InciWeb Twitter**, and **Superuser Lookup**. If you have been granted superuser status for your unit, three additional links will be displayed in this row. These additional links are: **Manage Access**, **Manage Unit**, and **Manage Neighbors**. The following sections describe how to use these features.

Manage Access

InciWeb allows a user to manage incident information for more than one unit. When a user is creating or editing incident information, they must be sure to select the correct unit after they have logged in. This is described in Chapter 2 in the section entitled "Selecting an Agency Unit." The unit name should be displayed in the upper right-hand corner of the page near your name. Users can only select from units for which they have been granted access by a superuser for that unit. As a superuser, you use the Manage Access section to control which users have access to manage your unit's incident information on InciWeb.

Use the **Manage Access** page to select users you want to assign to manage InciWeb records for your unit. The Manage Access page includes a list of all currently registered

InciWeb users. Use the selection controls on the page to locate the name of the user and grant access to them to edit and update incident records for your unit. You can also define a time period for which that user will be allowed manage your unit's incident records. After the time period has passed, the user will no longer have access to your unit's incident records on InciWeb.

Manage Unit

The superuser has permission to manage information that is available on InciWeb about their respective agency units. Generally this information is added at the time that your agency signs on to use InciWeb and the unit is added to the system. Click the **edit** button on the Manage Unit page to make changes to the unit information displayed.

Manage Neighbors

As described in Chapter 3 in the section on Boundaries, InciWeb allows a unit to record that an incident has crossed the boundaries of neighboring units and jurisdictions. Superusers have permissions to manage the list of neighboring units applicable to their units. Neighboring units added to the list become unit-specific neighbors that users can select from using the Boundaries section on the Unit Home page.

Use the Manage Neighbors page to display the list of units with jurisdiction over areas near your unit's jurisdiction. Use the selection options on the page to select the names of appropriate neighboring units to be added to the list of neighboring units for your unit. You can also add the names of local units to the list. Once the list of neighboring units has been updated, the users assigned to manage your incident records will be able to select these units when using the **Boundaries** section (see the section entitled "Boundaries" in Chapter 3).

A - GLOSSARY

Admin Server	On InciWeb, the term used to describe the portion of the system where authorized users can add and update information.
breadcrumbs	Navigation aids in the Web interface. These are named hyperlinks arranged visually to display the path or context of the page that is being viewed. These are intended to help users go back and forth through a path or hierarchy of related Web pages. A breadcrumb "trail" is usually listed in one line with links arranged left to right. Breadcrumb links start with the most general or highest level links to the left and tend to get more specific with each additional breadcrumb added to the right end the line.
children	Individual incidents that are members of a larger group, as when several incidents are merged into an area command or are grouped together in a "complex" of adjacent incidents.
disclaimer	A statement of limitations on responsibilities and liabilities.
drop-down menu	A menu listing that is displayed on a Web page when a selection menu is associated with a text entry box. The list of options is usually displayed by clicking on a small button at the right-hand end of the text box. The resulting menu display often has a scrolling tool that allows users to see all the items in list.
feeds	Internet-based data services that publish selected information from a website in a concise format. Users may "subscribe" to a feed and thus be able to view a summary list of new information from an agency without having to visit the agency's website.
Follow box	A feature in InciWeb that provides ways that people can be notified when you post new information on InciWeb by using data feeds (see "feeds").
home unit	The agency and/or jurisdiction to which you are administratively assigned.

ICS Form 209	An Incident Command System form that is used to officially report on incidents.
Incident	Any event or disaster managed by the Incident Command System. Examples include hurricanes, tornadoes, chemical spills, wildfires, prescribed fires, earthquakes, law enforcement situations, and search and rescue efforts.
Incident Command System	A formal way of organizing, qualifying, and training people with particular skills to respond to a major event or disaster.
incident record	The collection of information describing an incident within the InciWeb system. This may include text, photos, announcements, news releases, etc.
jpg or jpeg	A commonly used computer file format to record photographic images. Files with the .jpg or .jpeg filename suffix can be uploaded as InciWeb photographs and maps.
links	Text, a button image, or graphic on a webpage that you click on using a mouse or touchpad. Clicking on the link directs your Web browser to the "linked" webpage.
Parent group	In InciWeb, an incident record that is used to associate related incidents that are being managed as a unified or complex of incidents.
pdf	A computer file format that allows sharing of text documents and images in a consistent way. In InciWeb you may upload the pdf version of a map after you upload the map as a jpg file. Viewing a file in the pdf format requires a commonly–available "reader" program (usually Adobe® Acrobat reader).
User profile	Information about you kept by InciWeb including your name, email address, and unit related information.
Public InciWeb Site	Within the InciWeb system, the portion of the system that is accessible to the general public and does not require an InciWeb login account for access.
RSS	An acronym for "Really Simple Syndication," RSS is a type of Internet data feed that makes concise lists of articles and data items available to Internet users. An Internet user can "subscribe" to a feed to easily receive updates from the feed source, often for free.
superuser	An InciWeb user who can give permission to other users to

	work on their home unit. Superusers also manage their home unit's list of neighboring units and other unit information.
tweets	Short text messages posted on the Twitter social networking site. A tweet is limited to 140 characters of text. Other Twitter users can choose to "follow" the tweets of a Twitter user in order to stay updated with the latest activity posted by that user.
Twitter	A social networking service and website where users post short messages about their latest activities and ideas. Internet users that have a Twitter account can select who they want to "follow" by subscribing to the Twitter feeds from particular individuals or organizations (see also "feeds").
unit	The jurisdiction at the lowest level of an agency. Examples include individual BLM field offices, National Parks, National Forests, or state land offices.
URL	An acronym for "Uniform Resource Locator," also commonly referred to as a Web address, this is a technical term for where to locate and access information on the Internet.
user	A person who is authorized to add and edit InciWeb records. Many users are qualified PIOs.
user name	A name you create for accessing InciWeb. You can change your user name to something other than your email address to log on to InciWeb.
webpage	An individual screen or page of information available on the Worldwide Web. Most websites are composed of multiple, linked web pages on a server to organize information.
website	A location on the Worldwide Web where information about a particular organization or subject is made available. A website has a unique URL or Web address used by a Web browser to identify the "location" of the information.

B - APPENDIX

Resources for InciWeb Users

This section includes resources to help InciWeb users in complying with applicable policies and obtaining support for their use of InciWeb.

1. An Overview of Internet Policy

(See the following Acceptable Use Policy:
http://www.fs.fed.us/r2/nfp/Acceptablelanduse.htm)

2. 508 Compliance: Understanding the Laws Governing InciWeb

This section includes a summary of Section 508 guidelines that govern the content on InciWeb. You can find additional information at the following Web address:

http://www.section508.gov/index.cfm?FuseAction=Content&ID=11

Web-based Intranet and Internet Information and Applications (1194.22)

The criteria for web-based technology and information are based on access guidelines developed by the Web Accessibility Initiative of the World Wide Web Consortium. Many of these provisions ensure access for people with vision impairments who rely on various assistive products to access computer-based information, such as screen readers, which translate what's on a computer screen into automated audible output, and refreshable Braille displays. Certain conventions, such as verbal tags or identification of graphics and format devices, like frames, are necessary so that these devices can "read" them for the user in a sensible way. The standards do not prohibit the use of website graphics or animation. Instead, the standards aim to ensure that such information is also available in an accessible format. Generally, this means use of text labels or descriptors for graphics and certain format elements (HTML code already provides an "Alt Text" tag for graphics which can serve as a verbal descriptor for graphics). This section also addresses the usability of multimedia presentations, image maps, style sheets, scripting languages, applets and plug-ins, and electronic forms.

The standards apply to Federal websites but not to private sector websites (unless a site is provided under contract to a Federal agency, in which case only that website or portion covered by the contract must comply). Accessible sites offer significant advantages that go beyond access. For example, those with "text-only" options provide a faster downloading alternative and can facilitate transmission of web-based data to cell phones and personal digital assistants.

Video or Multimedia Products (1194.24)

Multimedia products involve more than one media and include, but are not limited to, video programs, narrated slide production, and computer generated presentations. Provisions address caption decoder circuitry (for any system with a screen larger than 13 inches) and secondary audio channels for television tuners, including tuner cards for use in computers. The standards also require captioning and audio description for certain training and informational multimedia productions developed or procured by Federal agencies. The standards also provide that viewers be able to turn captioning or video description features on or off.

Information, Documentation, and Support (Subpart D)

The standards also address access to all information, documentation, and support provided to end users (e.g., Federal employees) of covered technologies. This includes user guides, installation guides for end-user installable devices, and customer support and technical support communications. Such information must be available in alternate formats upon request at no additional charge. Alternate formats or methods of communication can include Braille, cassette recordings, large print, electronic text, Internet postings, TTY access, and captioning and audio description for video materials.

3. InciWeb User Forum on Google Groups

The InciWeb Team maintains an on line forum for supporting users and providing feedback. This forum is set up as a group on the Google Groups service. The address for the group home page is

http://groups.google.com/group/inciweb

You need to have a Google login account in order to access the InciWeb Google Group. There is also a link on the InciWeb Google Group home page that you click on to apply for membership in the group. Once you are approved as a member of the group you can login using your Google login account and read postings about InciWeb development, pose questions to other group members, and stay up to date as the InciWeb system grows and develops.

4. Requesting Changes to InciWeb

The InciWeb Change Control Board is an interagency group that manages InciWeb functions and design. The group reviews suggestions from users and oversees the development and maintenance of InciWeb. If you have a suggestion for a new feature or have encountered a problem with InciWeb that you'd like the board to look at, submit your idea or situation using the Change Request Form. You can download the Change Request Form at the following Web address:

http://www.fs.fed.us/fire/planning/nist/change_request_form.htm

Once you have completed the information on the form, send the request form as an attachment to an email message to the following address:

fire_help@fs.fed.us

Your request will be reviewed by the Change Board.

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